

Trends in Risk Management

RSA[®]

Summary Results | August 2017

Survey Summary

- ▶ **Between May and August 2017, Gatepoint Research invited selected executives to participate in a survey themed *Trends in Risk Management*.**
- ▶ **Candidates were invited via email and 100 executives have participated to date.**
- ▶ **Management levels represented are predominantly senior decision makers: 6% hold the title CxO, 31% are VPs, 35% are directors, and 28% are managers.**
- ▶ **More than two thirds of survey participants work in the financial services sector. Also represented are healthcare, utilities, business services, consumer services, high tech manufacturing, and wholesale trade.**
- ▶ **Responders work for firms with a wide range of revenue levels:**
 - **44% work in Fortune 1000 companies with revenues over \$1.5 billion;**
 - **33% work in Large firms whose revenues are between \$500 million and \$1.5 billion;**
 - **23% work in Small or Mid-Market firms with less than \$250 million to \$500 million in revenues.**
- ▶ **100% of responders participated voluntarily; none were engaged using telemarketing.**

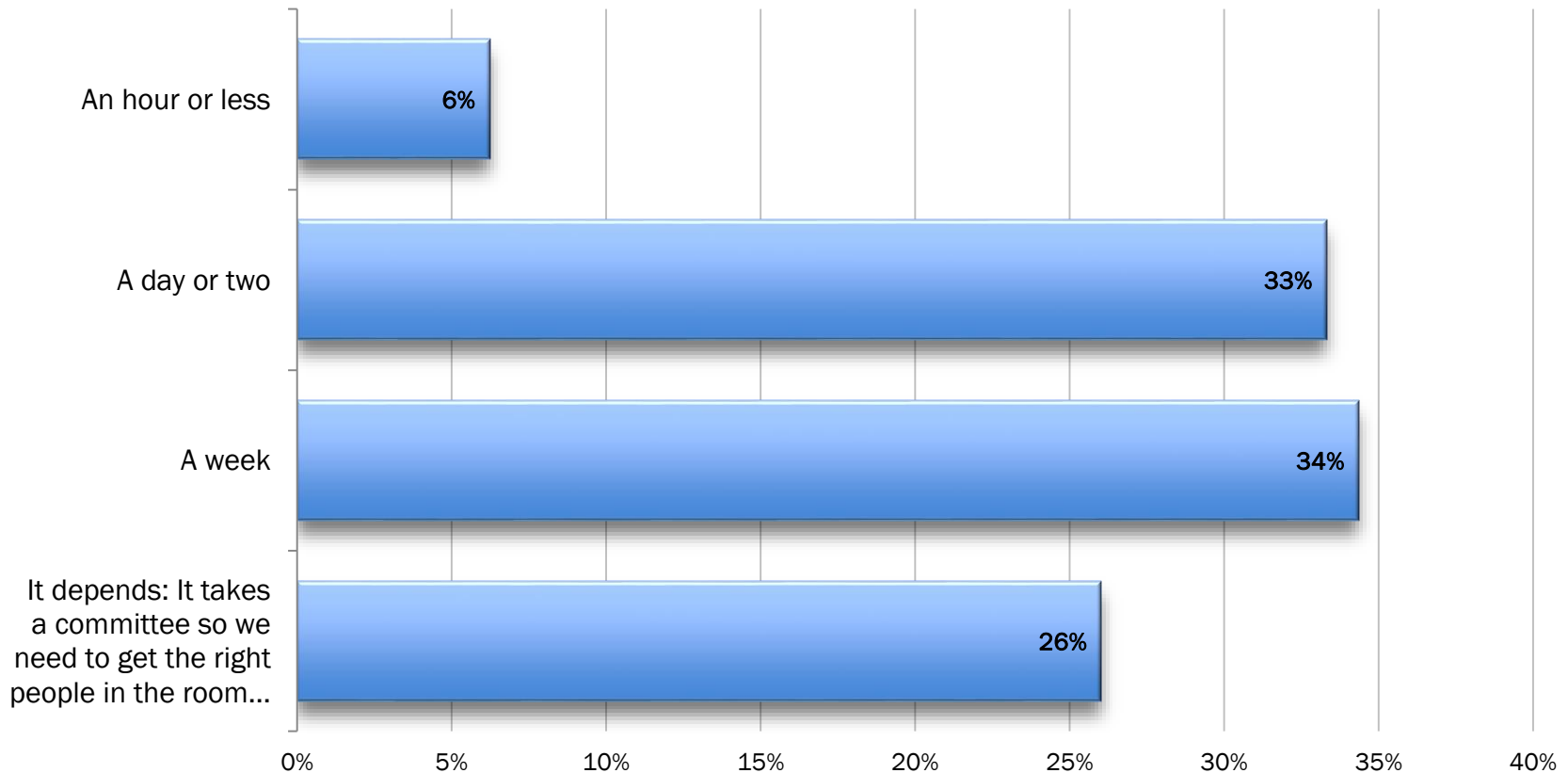
Executive Overview

Preparing a business risk management (BRM) report can be daunting. Data is often siloed in various departments; compliance issues, vendors, and business continuity must be factored in. Often, the tools at hand are not keeping pace with the growing complexity of the process. How are organizations handling risk management now, and what are they doing to upgrade the process?

This survey asks respondents to report:

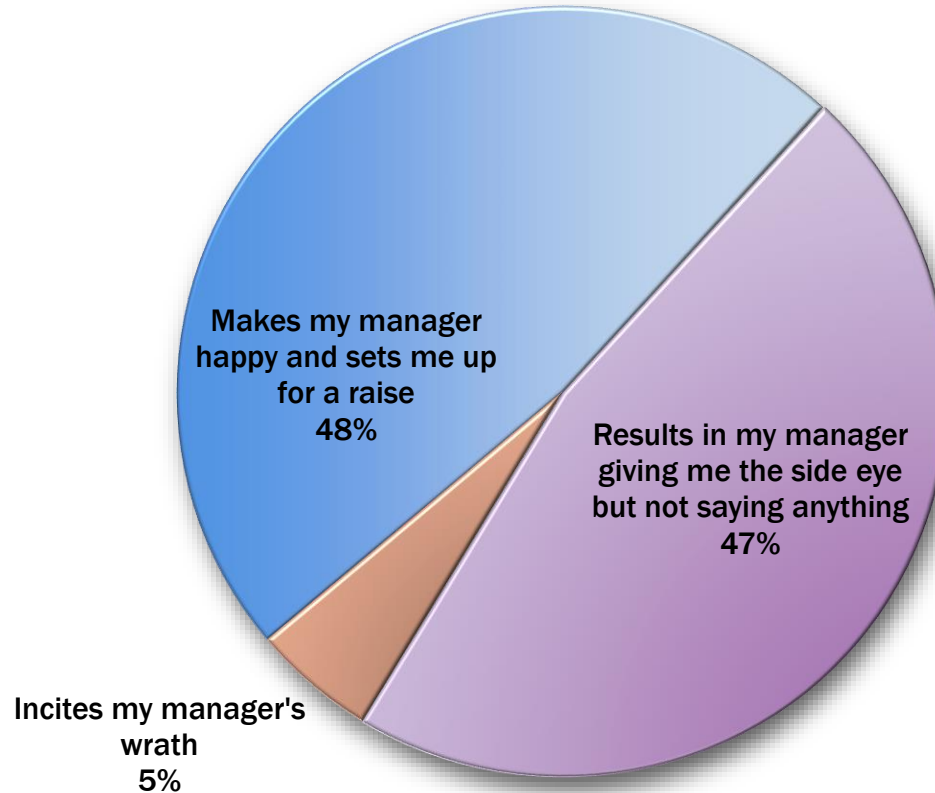
- ▶ How long does it take to produce a risk report now? How many people are involved in its preparation?
- ▶ What tools do they use to compile information?
- ▶ What challenges impact their ability to evaluate risk?
- ▶ Are your current BRM processes adequate and current?
- ▶ What features and capabilities would make things better?

When your manager asks you to prepare a risk report, how long does it take?



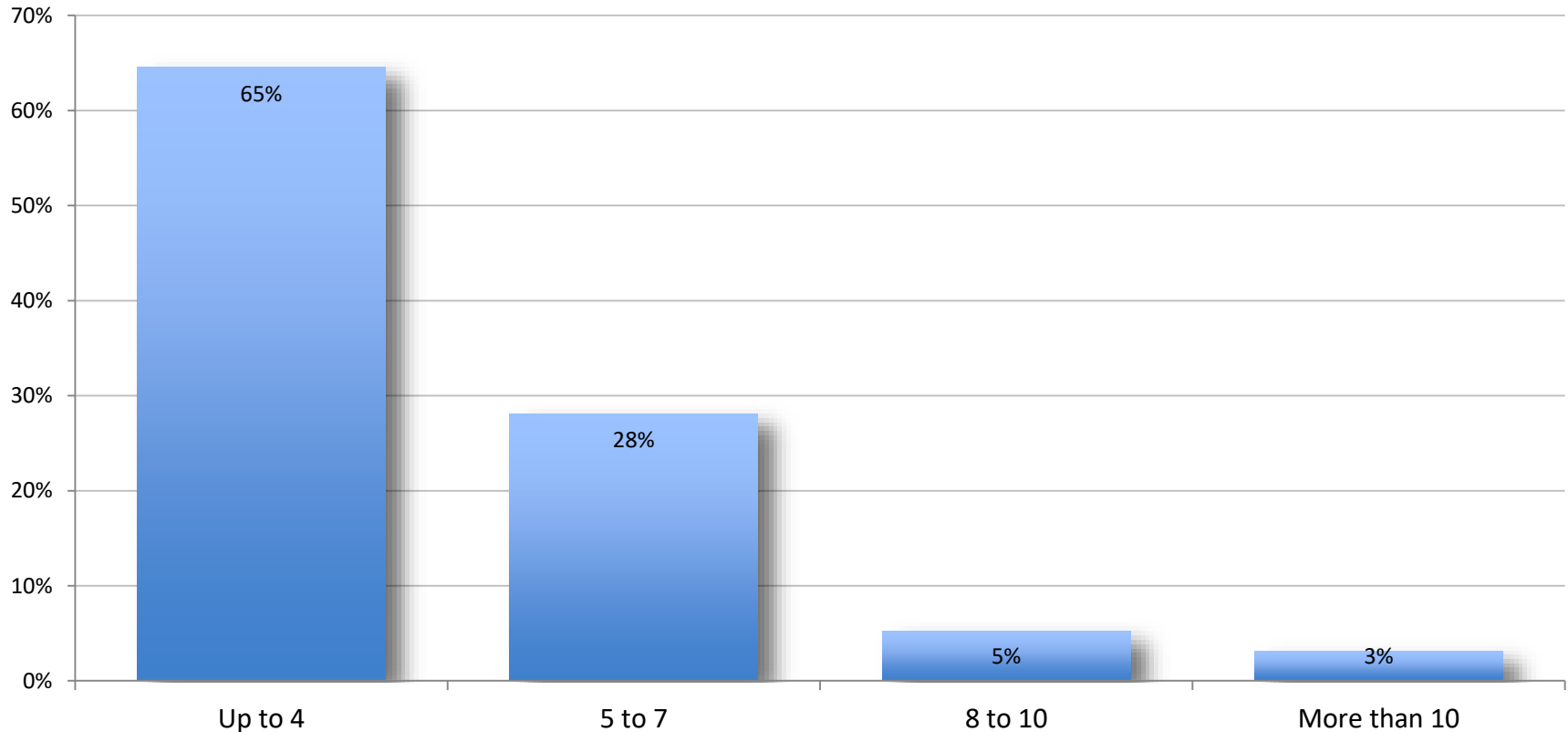
The majority of survey respondents (67%) admit it takes somewhere between a day and a week for them to prepare a risk report. An additional 26% cite a committee-based process and didn't want to venture a guess regarding the timeframe.

The time it takes to prepare a risk report...



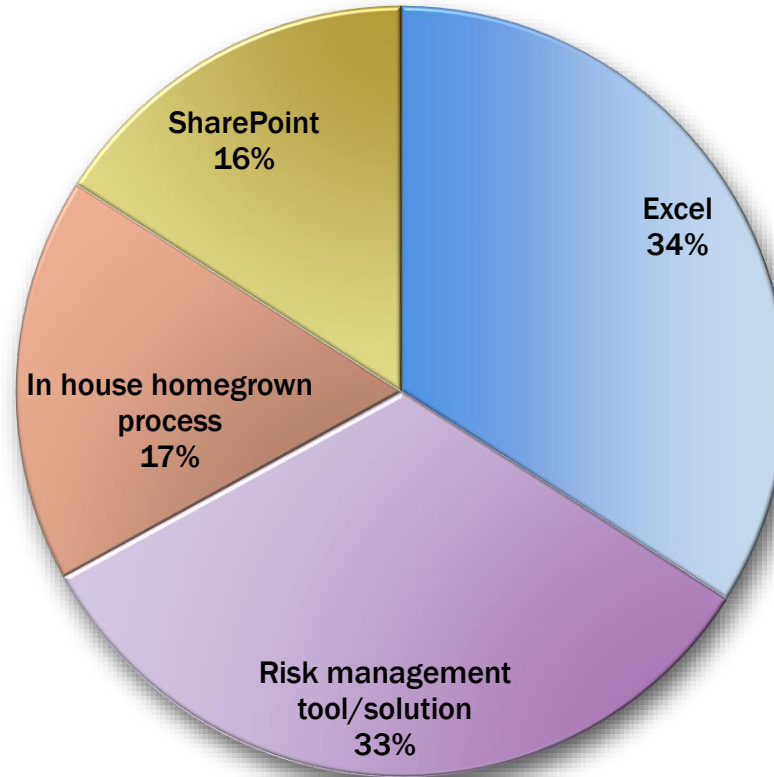
Fifty-two percent of respondents reported a less-than-favorable managerial reaction to the time it takes to prepare a risk report. The other 48% have less demanding managers.

How many people does it take to prepare an audit?



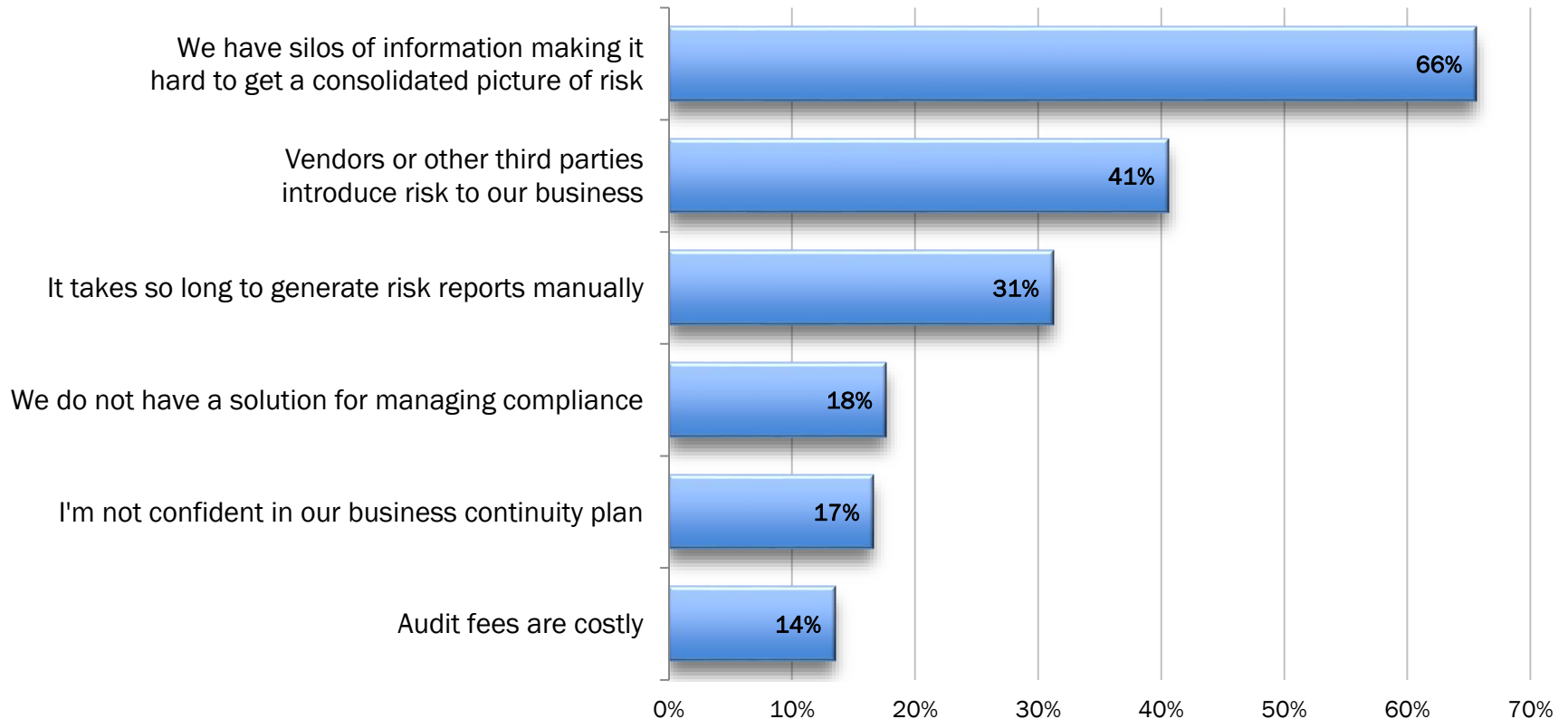
Creating an audit takes a small village: 65% of those surveyed say it takes up to 4 people, 36% say it takes more than that... with 3% claiming more than 10 people are involved in the process.

What tool is your go-to source of information to manage risk?



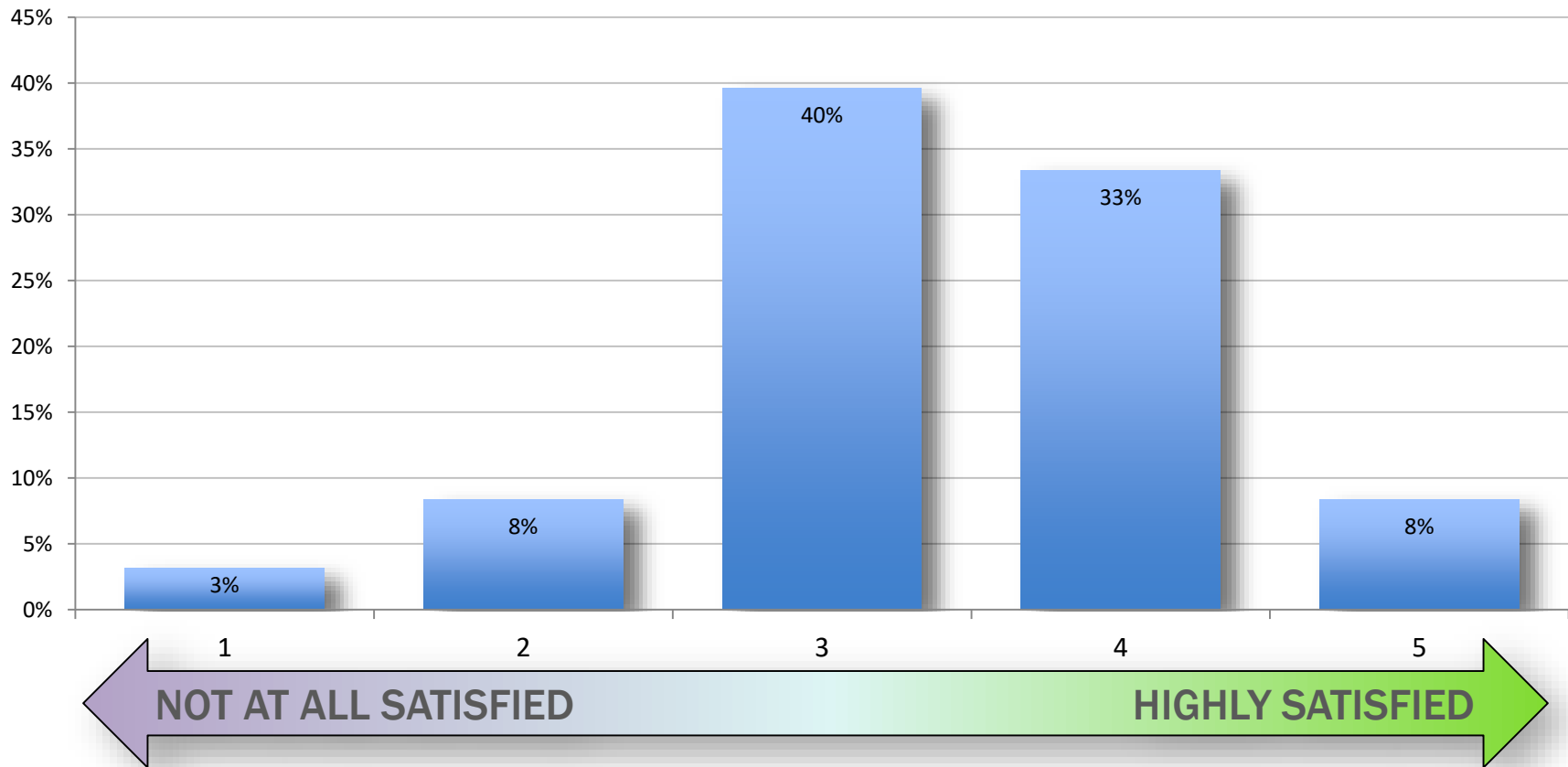
Thirty-four percent of respondents depend on Excel for analyzing their information related to risk management. One third use a risk management tool/solution.

What are your top business challenges related to risk?



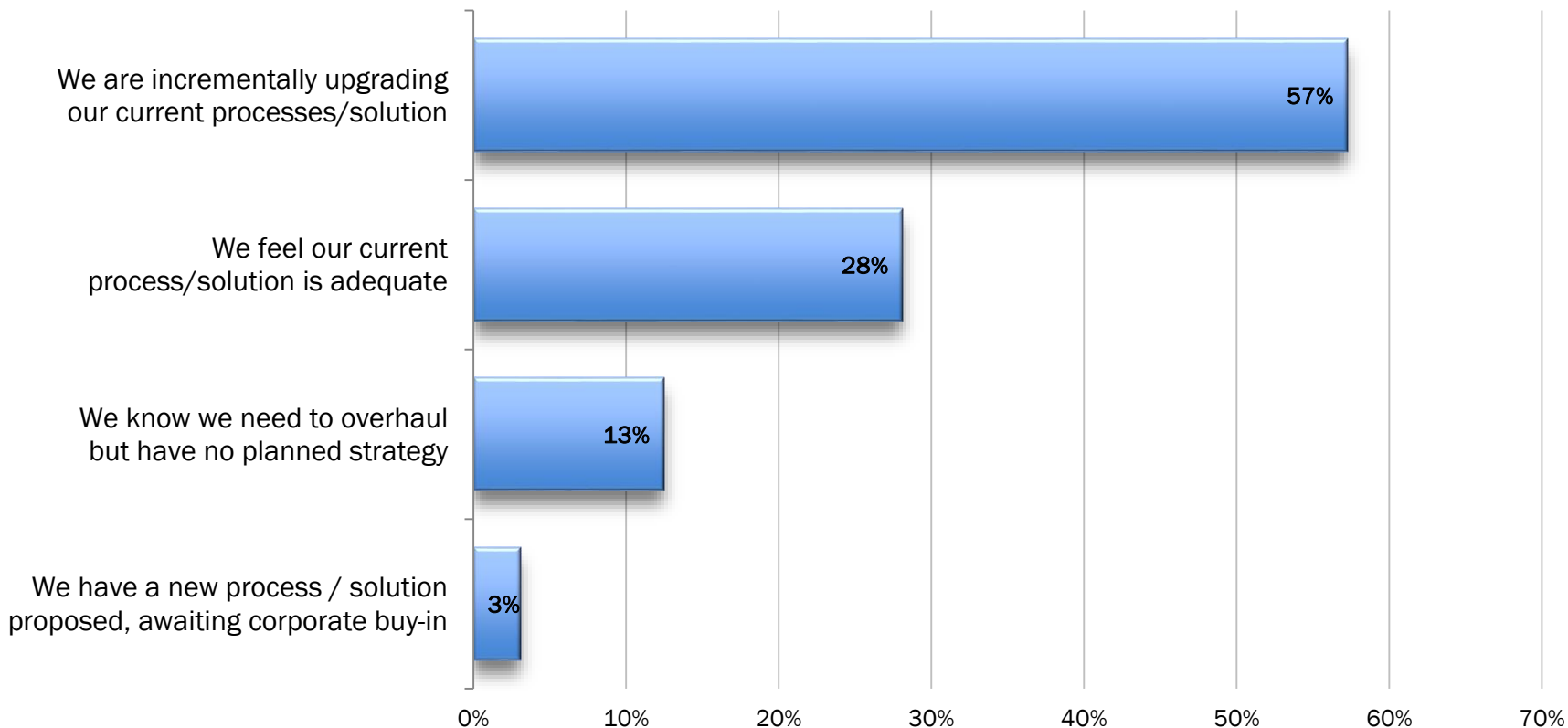
Information siloing is the most challenging barrier to acquiring a clear picture of risk, say 66% of respondents. Other significant risk challenges cited: vendor/third party impacts (41%); time-wasting, manually generated risk reports (31%).

How satisfied are you with the business risk management (BRM) process / solution you have in place today?



Asked about their satisfaction with their current BRM process, a solid 36% are neutral – neither satisfied nor dissatisfied – and another 35% are incrementally more satisfied. Only 8% are highly satisfied.

Is your organization keeping your BRM processes current?



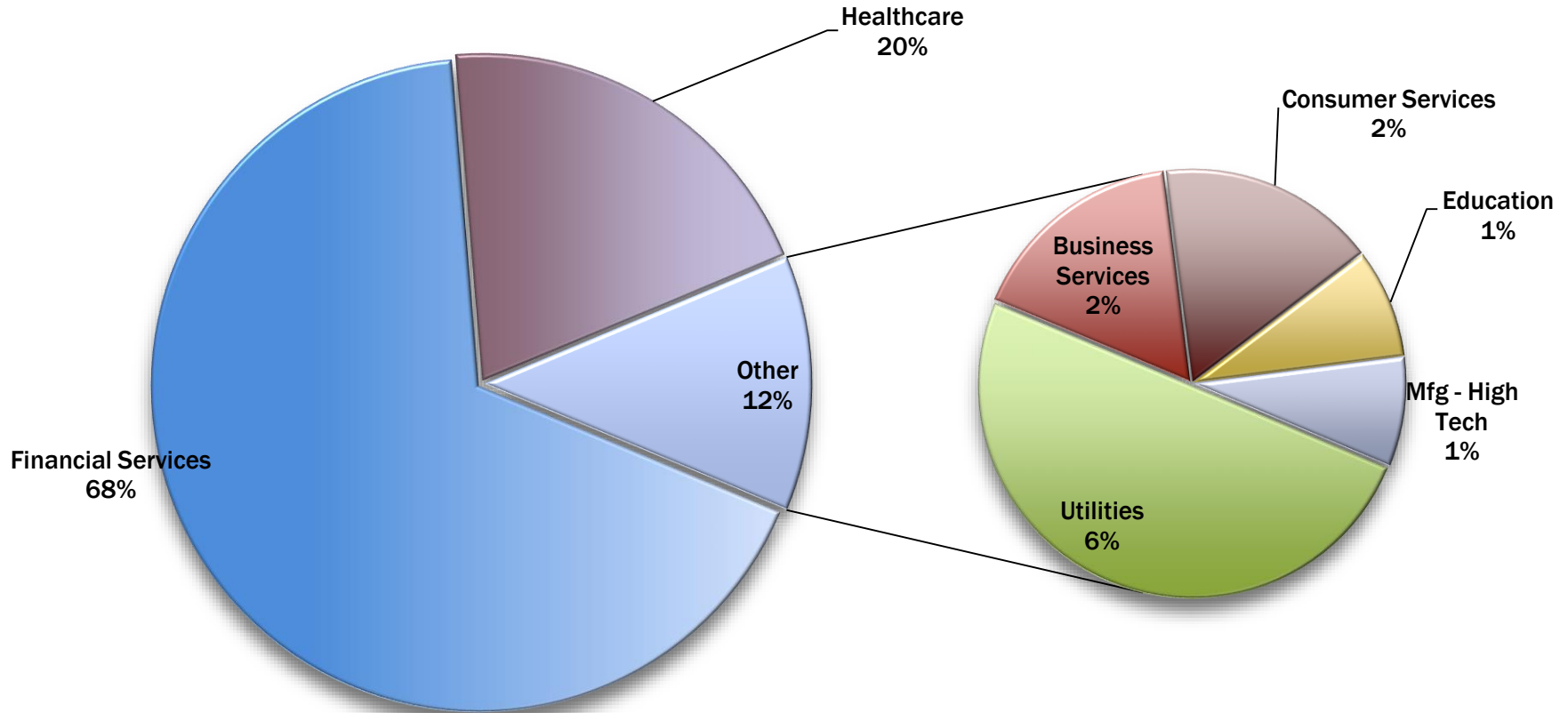
Most organizations represented in the survey (57%) opt to incrementally upgrade their BRM processes. Thirteen percent want to overhaul, but lack a strategy and 28% are content with their current solution.

Which BRM tool(s) / solution(s) are you familiar with?

	Used in the past	Use currently	Consider using
ServiceNow	8%	22%	34%
RSA Archer	15%	21%	36%
TeamMate	14%	13%	35%
MetricStream	10%	4%	42%
OpenPages	9%	4%	36%
BeWise	9%	3%	34%
Lockpath	8%	0%	38%

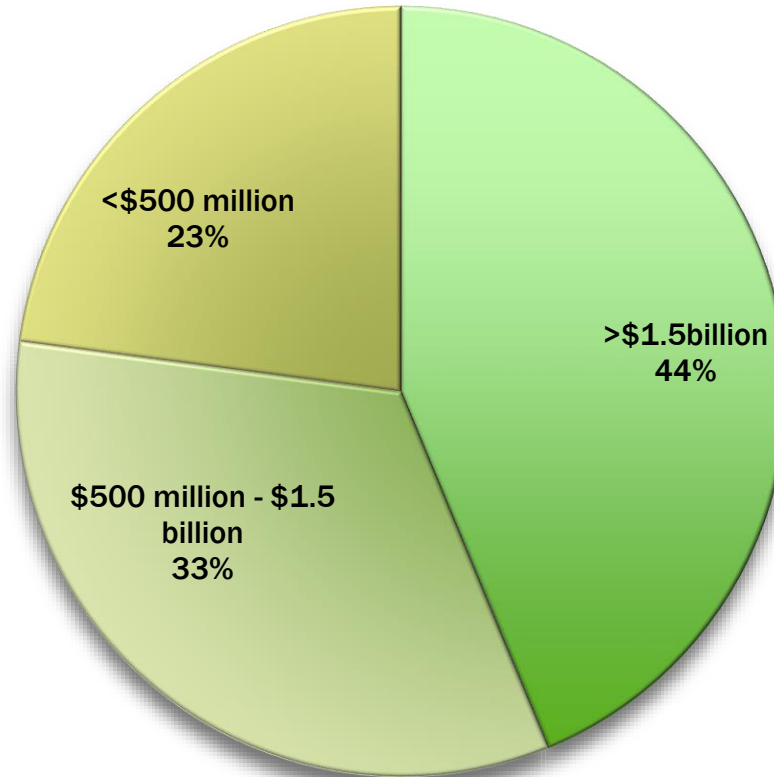
Among respondents, the BRM solutions most used currently are ServiceNow (22%) and RSA Archer (21%).

Profile of Responders: Industry Sectors



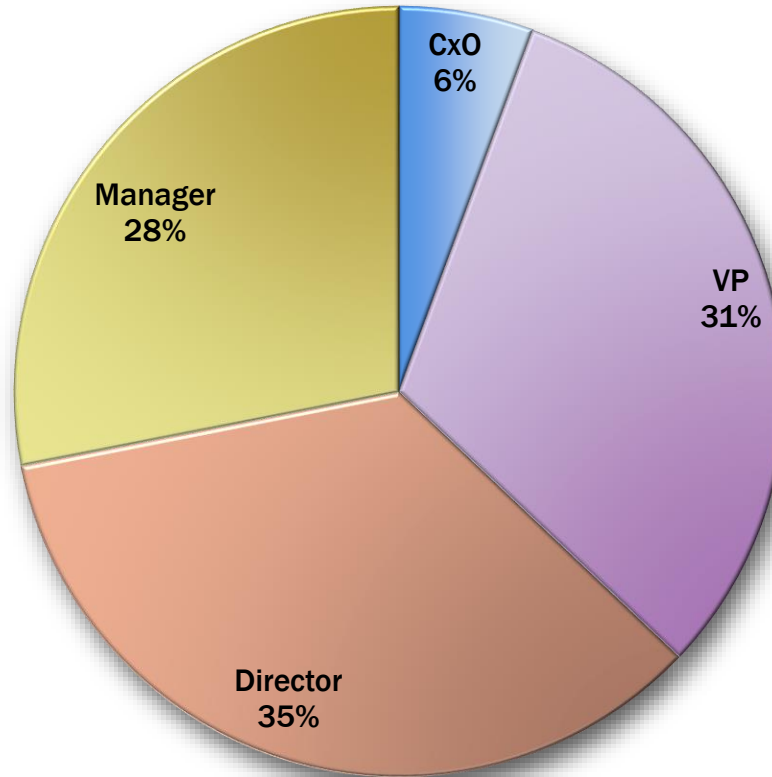
More than two thirds of survey participants work in the Financial Services sector.

Profile of Responders: Revenue



Forty-four percent of those surveyed work in Fortune 1000 companies with revenues over \$1.5 billion.

Profile of Responders: Job Level



Seventy-two percent of those surveyed hold executive level positions in their organizations.



RSA offers business-driven security solutions that uniquely link business context with security incidents to help organizations manage risk and protect what matters most.

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