

Navigating Your GRC Journey

Presentation

MetricStream Labs Overview

- Piyush Pant, VP Strategic Markets and MetricStream Labs, MetricStream

“MetricStream Labs designs and prototypes new applications and methodologies leveraging the latest Technology trends such as Internet of things, Social Media, Big data etc. which will define the next wave of Governance, Risk and Compliance requirements across Global organizations.”

Key MetricStream Lab Initiatives

Social Media Regulatory intelligence and Risk Management

- Extracting intelligence out of Social Media Commentary on Regulatory updates
- Identifying & Handling Reputational, Quality and Macro-organizational Risks emanating on Social Media

GRC Cloud

- Enabling a Agile, Secure and Robust “GRC Cloud” Model for Global Organizations for faster time-to-value and lower total-cost-of-ownership of GRC Applications

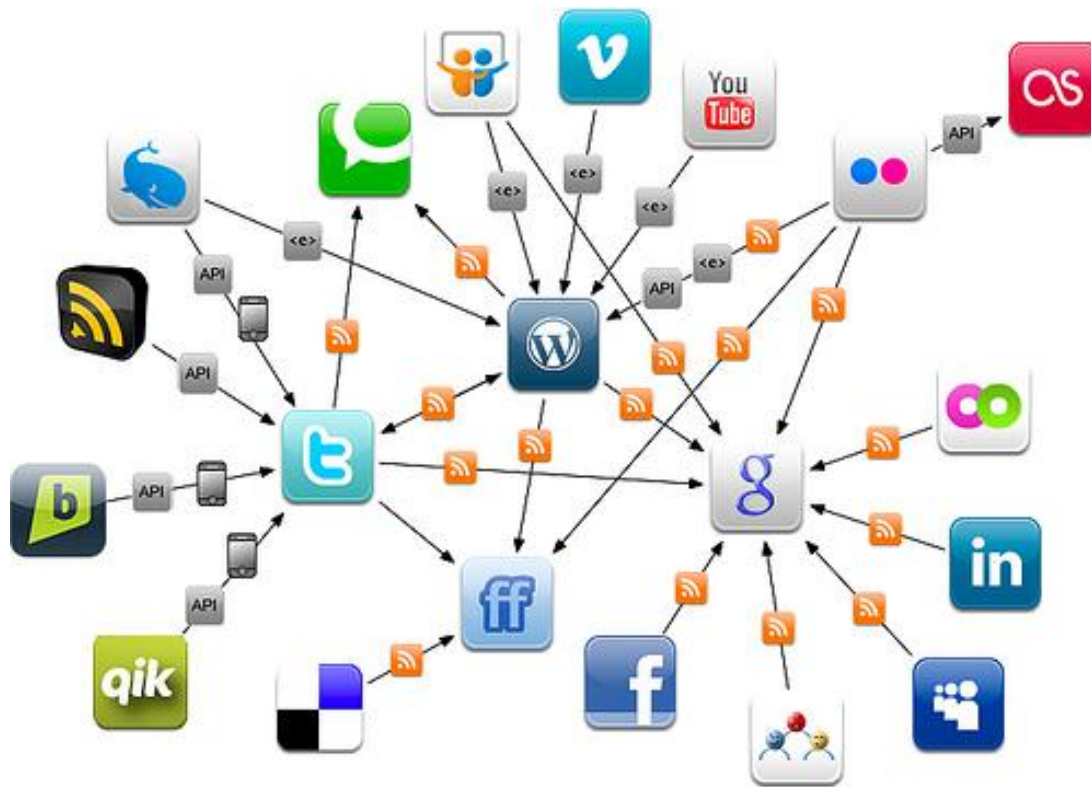
Spreadsheet Governance

- Enable organizations to create and manage business processes on spreadsheets leveraging the ease of Microsoft Excel over a Concurrent, Multi-user Collaboration and Audit-enabled environment.

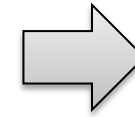
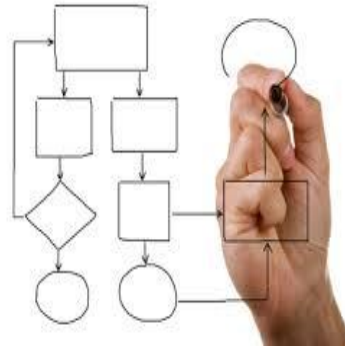
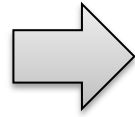
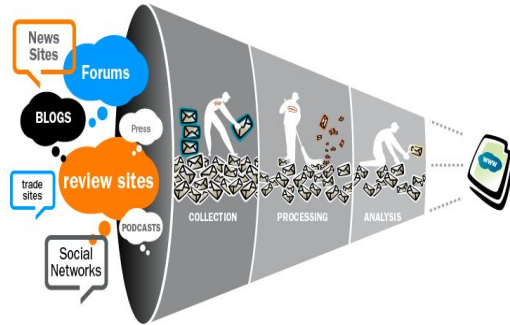
Advanced Analytical Modeling for Risk Management

- Enabling advanced Analytics and Data modeling for Operational Risk Capital Quantification and Loss & Scenario Analysis

Social Media Regulatory intelligence and Risk Management



Social Media Risk Management - Key Challenge



How to
separate
Voice from
Noise?

How to
correlate
and
analyze?

How to
create
Actionable
Insights?

Social Media GRC - Providing Value



Identify and effectively monitor risks to an organization, in real time, arising from the social media eco-system



Evaluate real risks in context of organization risk - aggregate, detect real risks based on analysis



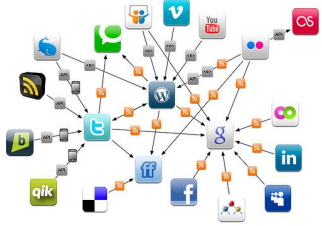
Inform the right stakeholders using workflow and collaboration, notifications and escalations



Remediate effectively through automated issue and action plan management until issues are resolved



Continuously Improve by monitoring for competitive product factors and customer feedback



MetricStream Social Media GRC Capabilities

Social Media Channel Setup and Administration

MetricStream Welcome: Marketing Manager My Tasks: 5 [5 New, 0 Past due] My Calendars My Profile Help Briefcase Logout

Social Media Analysis Workbench Social Media Data Console Social Monitoring **Social Admin** Administration System

Social Admin

Available Feeds

Channel Name	Feed Name	Feed Provider	Feed Status
MedWatch	Alec Gaffney		Active
MedWatch	DigArticle		Active
MedWatch	Eye On FDA		Active
MedWatch	FDA Consumer Health Information Updates		Active
MedWatch	FDA Drug Info Rounds		Active

Manage Feeds

ChannelSetupForm

Page 1 of 1

Research Tool

Search For: FDA Search In: Google HTML Search

Add Feeds from Search Report:

Name	Category	Source	Scraper Link	Description	Disable	Delete
FDA Voice Blog	Social Media	RSS	http://blogs.fda.gov/fdavoiceweb/feed=rss	FDA Voice Blog	<input type="checkbox"/>	Delete Row
FDA Transparency Blog	Social Media	RSS	http://fdatransparencyblog.fda.gov/feed/	FDA Transparency Blog	<input type="checkbox"/>	Delete Row
U.S Food & Drug Administra	Social Media	Facebook	https://www.facebook.com/FDA	U.S Food & Drug Administration	<input type="checkbox"/>	Delete Row
US FDA Twitter	Social Media	Twitter	@US_FDA	US Food and Drug Administration news	<input type="checkbox"/>	Delete Row
FDA Animal Health	Social Media	Twitter	@FDAanimalhealth	FDA Animal Health	<input type="checkbox"/>	Delete Row

Add Row Delete Last Row Pages: 1 of 1 Total Rows: 75

Feed Search Report

Done

Information

One-click setup feeds from multiple data sources as well as formats.

Patent Pending Text Analytics Engine for Social Media Risk Management

The image shows a screenshot of the MetricStream social monitoring dashboard. A callout box points to the 'Advanced NLP based Text Analytics used for pattern identification' feature. The dashboard displays a table of social media posts with columns for Source, Topic, and Score. A detailed view of an article is shown on the right, including its ID, published date, author, and content. The article content discusses FDA regulations and lists several pharmaceutical companies.

Advanced NLP based Text Analytics used for pattern identification

Source	Topic	Score
TWMEDWATCH	FDA GUIDANCE	5
TWMEDWATCH	FDA WARNING	4
TWMEDWATCH	FDA WARNING	5
TWMEDWATCH	FDA WARNING	5
TWMEDWATCH	COMPETITIVE INTELLIGENCE	2
TWMEDWATCH	FDA WARNING	5
TWMEDWATCH	FDA WARNING	5

Article Details:

- Article Id:** TW_MedWatch_8139
- Published Date:** 02/24/2014
- Author:**
- Article Content:**

most likely to compromise the quality and safety of the U.S. drug supply. "By creating incentives for manufacturers to adopt best practices for supply chain integrity, we can enhance the quality and safety of imported drugs," said Carol Bennett, acting director of the Office of Compliance in the FDA's Center for Drug Evaluation and Research. "The program also allows the FDA to focus resources on the areas with the greatest potential risk to consumers." During these next two years, the FDA will evaluate the program's effectiveness at enhancing imported drug compliance with FDA regulations and the security of the drug supply chain. If the FDA determines the program to be effective, a more permanent program may be established and possibly extended to additional participating companies. The prequalified companies accepted into the program that will receive expedited entry, are the following: • AbbVie Inc. • Allergan, Inc. • Astellas U.S. Technologies, Inc. • Bristol-Myers Squibb Company • Celgene Corporation • GE Healthcare Inc. • GlaxoSmithKline LLC • Merck Sharp & Dohme Corporation • Mylan Pharmaceuticals Inc. • Novartis Pharmaceuticals Corporation • Pfizer, Inc. • Teva Pharmaceutials USA, Inc. • Watson

Text Analytics based on Pre-built Lexicon and Advanced Rules Engine

Risk Rules Engine

Showing 1 - 1 of 1 records

content	author
My bank account has been hacked AGAIN. Third time in one year. This time, someone STOLE the replacement card that was being sent BECAUSE OUR ACCOUNT HAD BEEN HACKED apparently activated it, then checked our balance at an ATM before wiping us out. WTF USAA? WTF .	Cat Haigler

Delete	Group	Clarification	Operation	Categories
<input type="checkbox"/>	at least	2	contains	UPSET_noun,UNAUTHORIZED_verb

Group: ORules

Add Row Delete

Edit Risk Analyzer Rules

Risk Name *

- Lack of Governance
- Select One
- Financial Risk
- IP Loss
- Information Security Risk
- Infrastructure Stability Risk
- Lack of Governance**
- Litigation Risk
- Metrics Integrity Risk
- Personal reputation Loss
- Regulatory Risk
- Reputation Risk
- Safety Risk
- Sensitive Data loss

Categories

WORD1	CATEGORY1
WORD1	CATEGORY1
WORD2	CATEGORY2
WORD3	CATEGORY2
WORD4	CATEGORY1
WORD5	CATEGORY3

Map Reduce

CATEGORY_NAME

Select All

UPSET noun

Social Media Analysis Workbench

Identifying the top trends, influencers and risks on the social media

Analysis Workbench



Author Name	Author Image	Source	Source Icon	Num ...
A3Rusmisell		Twitter		168
Tourville		Twitter		122
guptarmg1952		Twitter		118
Ed Miseta		Twitter		106
apwriter		Twitter		105

Page 1 of 1 | Displaying records 1 - 5 of 5

Cluster	Content	Author	Date Published
Aei ScottGottliebMD	RT @AEI: @ScottGottliebMD explains why #Ebola is a credible threat. http://t.co/q2ClfGn7bY	AEIOnCampus	18-Oct-2014
CDC is Doing	@DemFromCT @matthewherper nobody is better at public health messaging. but CDC has to talk about what CDC is doing (politically & optically)	TonyJewell	19-Oct-2014
...

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Topic	Num of Articles
FDA WARNING	1,667
FDA GUIDANCE	801
ONCOLOGY	795
SAFETY	744
RECALLS	337

Page 1 of 1 | Displaying records 1 - 11 of 11

