

Summary of Citicus ONE's capabilities

Citicus ONE's core functionality

Citicus ONE is a web-based application that offers a **highly-efficient, constructive** and **continuous** method of measuring and managing **information risk, supplier risk** and **other areas of operational risk** across an enterprise.

Deploying **Citicus ONE** gives **business 'owners'** on the ground insights into the risk status of their areas of responsibility, and practical guidance on driving risk down. It also provides **top management** with an overview of the risk and compliance status of their critical operational assets and processes.

To measure risk in meaningful business terms, **Citicus ONE** employs succinct risk scorecards and criticality assessments to evaluate defined 'targets of evaluation', such as

- **application systems** and **IT infrastructure** that support the organization's business activities
- key **suppliers** and the **services** they provide
- essential **sites** and **other risk areas**.

The system may also be used to evaluate the causes and effects of significant **incidents**.

Citicus ONE can be used to conduct tens, hundreds or thousands of risk evaluations - and keep them up to date - efficiently.

Citicus ONE's use of a common, research-based approach for evaluating risks of different types enables risk data to be brought together into a single, consistent picture. This avoids the confusion common in many organizations' approaches to risk management where each area of risk is managed using different techniques and tools.

Citicus ONE's capabilities are outlined below. Further details can be obtained from www.citicus.com.

Orchestrating risk management activity



Citicus ONE's role-based access model enables risk and compliance to be managed efficiently across even the largest organization.

Together with local co-ordinators in subsidiary parts of your enterprise, you can:

- select which targets of evaluation to assess
- identify 'owners' and set them up as users of the system, along with other categories of user
- issue criticality assessments, risk scorecards and checklists that 'owners' and others can complete on-line
- communicate with 'owners' via e-mail
- oversee evaluations (eg chasing late responses, accepting completed scorecards and assessments or returning them for correction)
- consolidate collected risk and compliance data into informative results for decision-makers (eg yourself, key colleagues, top management).

Fact-gathering



Citicus ONE equips you to measure risk of defined targets of evaluation efficiently using carefully-designed forms presented for easy completion on-line.

These include:

- **Criticality assessments**
- **Risk scorecards** plus **configurable checklists** that you can use to probe the status of controls, threats and / or special circumstances in more detail
- **Incident assessments**.

Results for 'owners'



Citicus ONE provides high-quality results for system 'owners'. These are, presented succinctly, in plain language, both on-screen and in PDF format.

The results provided include:

- **Risk status report** and **Risk heat map**
- **Compliance status report**
- **Dependency risk map™**
- **Guidance on driving down risk**
- **Issue schedule** and **Action plan**.

Results for higher-level decision-makers



Citicus ONE also provides high-quality results for top management and for others with an interest in the status of risk across the enterprise. These consolidated results include:

- **Risk dashboard** showing the overall level and drivers of risk from a defined collection of targets
- **High-level risk status report** showing key risk factors for the enterprise and the cost of actual incidents
- **Criticality league table** ranking targets according to their business criticality
- **Risk league table** ranking targets according to their measured risk
- **Compliance league table** ranking targets according to their compliance with a specified set of controls
- **Dependency risk map** showing relationships between different targets from a risk perspective
- **Incident list** showing incidents suffered over a period, ranked by the amount of harm caused
- **Incident statistics** including breakdowns by type of incident, their cause and impact on the business.

Results produced by **Citicus ONE** are designed so that they can be readily understood by business people as well as those fulfilling specialized roles.

Remediation activity planning



Citicus ONE records key **issues** raised by risk evaluations and maintains **action plans** to help manage them through to resolution. Issue schedules and action plan are maintained at three levels:

- For **individual targets** enabling business 'owners' to identify and manage the control improvements called for by risk and compliance evaluations
- For **specific parts of the enterprise**, enabling local co-ordinators to identify and manage actions they need to take within their business units
- For **the enterprise as a whole**, enabling risk managers to identify and manage actions needed at corporate level (eg new policies, standards or procedures).

Customization



Although designed to run 'out of the box' for evaluation of information resources, suppliers and sites, you can tailor **Citicus ONE** to your own requirements using its comprehensive customization capabilities.

These enable you to:

- set up the **structure of your enterprise** at whatever 'granularity' you need to manage risk and compliance effectively
- define your own types of **target of evaluation** to determine the range of risks you will be monitoring
- set up **harm reference table(s)** to help users evaluate risk consistently in terms that reflect both the nature of your business and senior management's attitude to risk
- specify the range of **controls, threats** and **special circumstances** that will be evaluated and the level of detail of the evaluation process.

Built-in control checklists include ISO27001, PCI, ISF SoGP, COBIT, supplier management and site physical security, health and safety. Other checklists are easily imported from a spreadsheet.

Together, these customization capabilities equip you and your co-workers to:

- attune your risk and compliance management process to your organization's management style and structure
- focus the efforts of your local co-ordinators
- provide 'owners' with clear enterprise-wide yardsticks against which they can assess their risk and compliance status
- measure compliance with any set of standard(s) of practice you specify
- administer your risk and compliance management process efficiently.

On-screen guidance



Deployment and use of **Citicus ONE** is made easy by virtue of the extensive guidance provided to users on-screen. Users quickly learn to get full value from the system. This facilitates deployment and increases the system's utility.

Key features of the guidance provided are:

- self-documenting, clutter-free browser pages, which fully explain the system's capabilities
- supporting Help system explains how to use the system from different users' points of view
- one-click access to key completion aids (eg harm reference tables, checklist of controls, threats, etc)
- well-designed tutorials and 'how to' guides provide guided learning for each category of user
- extensive glossaries of risk terms and system concepts delivered as part of the Help system
- for each class of user, the Help system addresses the question *what's in it for me?*

Using Citicus ONE

Citicus ONE has a highly flexible licensing model allowing implementations on any scale. It is available as a:

- software application installed in-house accessed across your corporate intranet
- a hosted 'on-demand' service from Citicus, accessed over the Internet.



The software can be integrated with Active Directory or other LDAP-based directories for user authentication and administration. Risk data can also be exchanged with other external systems via a web service.

Multi-lingual capability

Citicus ONE provides multi-lingual support in the following languages:

	Dutch		French
	English (UK)		German
	English (US)		Japanese.

Contact details

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