

Archer® Issues Management

Use Case for Audit Management

The Challenge

Risk and compliance processes create scattered lists of issues and findings in various documents. Management, risk and compliance teams, and business managers have no consolidated view of outstanding issues related to audits, compliance reviews or risk assessments. Limited documentation on current and planned remediation efforts related to these issues leaves gaps in understanding about what is being done to mitigate and address open risks. Plus, since not every issue can be addressed completely, exceptions that need to be accommodated often lack proper review, approval and documentation to ensure the organization understands which exceptions or deviations are impact overall risk to the business.

The results of poor issues management starts with little to no visibility or accountability in addressing known risks. Missed issues can fall through the cracks, resulting in repeat audit findings, compliance violations, and significant risks and cost to the business. Remediation efforts can suffer as well, with missed deadlines or poorly coordinated plans to remediate identified risks.

Overview

Archer® Issues Management lays the foundation for your integrated risk management program, enabling you to manage issues generated by multiple groups, such as audit, risk and compliance. The use case includes the business hierarchy to establish the corporate structure and accountability, and workflow and reporting to manage findings, remediation plans and exceptions.

With Archer Issues Management, you can create a coordinated and consolidated view into known issues. An organized, managed process to escalate issues provides visibility into ownership through your established chains of command. Workflow for proper sign-off and approval of issues, remediation plans, and exceptions ensures identified issues are well managed. As a result, your organization will realize quicker resolution to emerging issues, creating a more secure and resilient environment while reducing costs.

Key Features

- Consolidated issues management process.
- Consolidated and coordinated lists of remediation plans and findings from risk, compliance, audits and other assessments.
- Managed exceptions with appropriate risk sign-off/acceptance.

Key Benefits

With Archer Issues Management, you can:

- Reduce time to resolution on audit, risk and compliance issues.
- Improve staffing management for remediating issues.
- Reduce overtime/reactive overload for business operations and IT responding to issues.
- Reduce repeat findings.
- Reduce overall risk.

AUDIT ISSUE MANAGEMENT

Quick Links [View Audit Universe](#) [View Program Library](#) [View My Engagements](#) [View My Open Workpapers](#)

AUDIT ISSUE MANAGEMENT

High Critical Audit Issues

1

Number of Findings Open > 60 Days

0

Audit Findings Summary

Trending Audit Findings

Open Audit Findings Summary

Open Audit Findings

Finding ID	Name	Criticality	Overall Status	Reasons	Target	Remediation Plans	Exception Request
FND-208	Invoice allocation and order settlements records without supporting evidence	●	Open	Remediate Risk	Audit Workpaper AQ-200	Account Allocation Remediation	
FND-281	Review of written policies and procedures	●	Open	Accept Risk	Audit Workpaper AQ-206 Data Branches (Findings) AQ-272(a)		EXC-130
FND-286	Review of written policies and procedures	●	Open	Accept Risk	Audit Workpaper AQ-188		EXC-138
FND-279	Several Users have in appropriate Command Line Access	●	Open	Accept Risk	Audit Workpaper AQ-206		EXC-132
FND-278	Non-compliant Credit Practices	●	Open	Remediate Risk	Business Units Finance	Credit Compliance	
FND-275	Outdated Business Continuity Plans	●	Open	Remediate Risk	Business Units Finance	Business Continuity Plan Updates Establish a BCP/DRP Testing Process	
FND-272	Audit Finding - Accounting Application	●	Open	Remediate Risk	Audit Workpaper AQ-188	Vendor Code for Accounting Application Error	
FND-271	Review of written policies and procedures	●	Open	Accept Risk	Audit Workpaper AQ-207		EXC-89

Audit Remediation Plan Overview

Audit Remediation Plans by Type

Audit Exception Requests Summary

Audit Exception Requests by Risk Rating

Open Findings Directly Associated to a Business Unit



Discover More

Archer, an RSA company, is a leader in providing integrated risk management solutions that enable customers to improve strategic decision making and operational resiliency. As true pioneers in GRC software, Archer remains solely dedicated to helping customers understand risk holistically by engaging stakeholders, leveraging a modern platform that spans key domains of risk and supports analysis driven by both business and IT impacts. The Archer customer base represents one of the largest pure risk management communities globally, with over 1,500 deployments including more than 90 of the Fortune 100.