Oracle® Fusion GRC Intelligence

User Guide

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Contents

Preface

This Preface introduces the guides and other information sources available to help you more effectively use Oracle Fusion Applications.

Disclaimer

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Other Information Sources

My Oracle Support

Oracle customers have access to electronic support through My Oracle Support. For information, visit http://www.oracle.com/support/contact.html or visit http://www.oracle.com/accessibility/support.html if you are hearing impaired.

Use the My Oracle Support Knowledge Browser to find documents for a product area. You can search for release-specific information, such as patches, alerts, white papers, and troubleshooting tips. Other services include health checks, guided life cycle advice, and direct contact with industry experts through the My Oracle Support Community.

Oracle Enterprise Repository

Oracle Enterprise Repository provides visibility into service-oriented architecture assets to help you manage the life cycle of your software from planning through implementation, testing, production, and changes. In Oracle Fusion Applications, you can use the Oracle Enterprise Repository for:

- Technical information about integrating with other applications, including services, operations, composites, events, and integration tables. The classification scheme shows the scenarios in which you use the assets, and includes diagrams, schematics, and links to other technical documentation.

- Publishing other technical information such as reusable components, policies, architecture diagrams, and topology diagrams.

The Oracle Fusion Applications information is provided as a solution pack that you can upload to your own deployment of Oracle Enterprise Repository. You can document and govern integration interface assets provided by Oracle with other assets in your environment in a common repository.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at http://www.oracle.com/us/corporate/accessibility /index.html.

Comments and Suggestions

Your comments are important to us. We encourage you to send us feedback about Oracle Fusion Applications Help and guides. Please send your suggestions to oracle_fusion_applications_help_ww@oracle.com. You can use the Send Feedback to Oracle link in the footer of Oracle Fusion Applications Help.

GRC Intelligence

Oracle Fusion GRC Intelligence (GRCI) provides dashboards and reports that present summary and detailed views of data generated in Oracle Enterprise Governance, Risk and Compliance Manager (EGRCM).

EGRCM, in turn, forms a documentary record of a company's strategy for addressing risk and complying with regulatory requirements. The application consists of modules — it includes a Financial Governance module by default, and users may create other modules to address other areas of the company's business. Within each module, users may define risks to the company's business, controls to mitigate the risks, and other objects, such as the business processes to which risks and controls apply.

GRCI is embedded within EGRCM, and by default it provides a dashboard that applies to the Financial Governance module. The dashboard contains three tabs — Certifications, Issues, and Analysis — in which reports display graphic and tabular views of EGRCM data, highlighting potential trouble areas such as ineffective controls, processes with issues, and unmitigated risks. The dashboard provides a set of nine reports that provide broad views of data; from each of them, you can "drill down" to other reports that provide more detailed and focused views.

EGRCM users may periodically assess objects to determine that they are defined and implemented correctly when they are created, or that their definition and implementation remain appropriate as time passes. There are several types of assessment, one of which is "Certification." In GRCI, reports on the Certifications tab concern the status of assessments; reports on the Issues tab concern issues raised against assessed objects. Reports on the Analysis tab provide data about controls.

EGRCM users may create "perspectives," each of which is a hierarchical representation of a context in which processes, risks, controls, and other objects exist. An Organization perspective, for example, might map the structure of a company that implements EGRCM; this would enable the company to associate individual risks, controls, or other objects with the divisions, units, or other corporate entities to which they apply. GRCI reports provide information about controls, risks, or other EGRCM objects, and about issues raised against these objects, but frequently organize results by the perspective with which these objects are associated. This allows users to explore the information in a top-down manner, drilling systematically down a perspective.

Viewing GRCI

To view GRCI dashboards in EGRCM, you must be assigned an EGRCM job role that includes a "GRC Home Page Intelligence Tab" privilege. This places an Intelligence tab in the EGRCM page that opens when a user logs on. The user would click the tab to view GRCI dashboards and reports.

EGRCM comes with a seeded job role, called "GRC Intelligence Viewer Job Role," that includes this privilege. (The seeded admin user does not have this job role.)

If you wish to create another job role to provide GRCI access, see the *Enterprise Governance, Risk and Compliance Manager Implementation Guide* for information on creating roles.

Using Dashboards

GRCI is, in effect, an instance of Oracle Business Intelligence Enterprise Edition (OBIEE) configured both to report on EGRCM data and to be embedded within EGRCM. See OBIEE documentation for information on creating custom reports and customizing dashboards. Features available in the default GRCI dashboard for Financial Governance include the following.

Drill Down

Each of the primary GRCI reports (the nine available by default in the dashboard tabs) provides a graph as well as a table that displays values depicted in the graph.

Within a graph, you can position the mouse cursor over a bar to reveal a display of the data the bar represents. In the following illustration, for example, the cursor is positioned over the taller "Organization" bar, and a pop-up window reveals that the bar represents a count of twelve certified assessments for the Organization perspective:
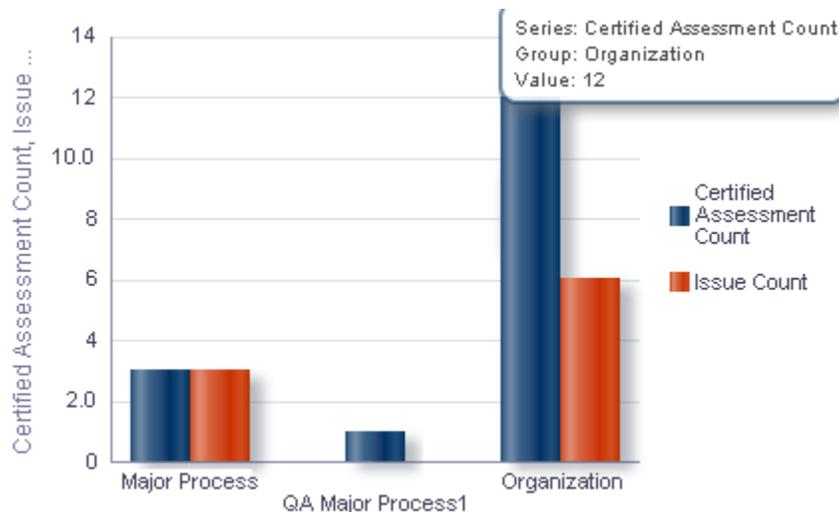
Moreover, you can select a bar within a graph to open a subsidiary report that provides detail about the item you've selected. For example, from a Compliance Status report (whose graph is pictured above), you can select a bar representing a

certified assessment count to open a Certification Detail Report, or you can select a bar representing an issue count to open an Issue Detail report. The subsidiary report would present information about the bar you select — for example, certification details or issue details for the Organization perspective.

You can open the same subsidiary reports by selecting blue-colored values within the table that accompanies a graph in a primary report. For example, the following table would appear in the Certification Detail Report with the graph shown above:

Hierarchy Name	Certified Assessment Count	Issue Count	Month Ago Certified Assessment Count
Major Process	3	3	
QA Major Process 1	1	0	
Organization	12	6	

Selecting the "12" value in the Certified Assessment Count column would have the same effect as selecting the taller Organization bar in the graph — it would open a Certification Detail Report focused on the Organization perspective. Similarly, selecting the "3" value in the Issue Count column would have the same effect as selecting the red Major Process bar in the graph.

If you were to select a hierarchy name in the table, the result would be a fresh rendering of the primary report (in this example, Compliance Status) that includes only information about the perspective hierarchy you select.

To select any element in a primary report:

1. Click on the element you want to select. A label appears, showing the name of the subsidiary report you are about to open:
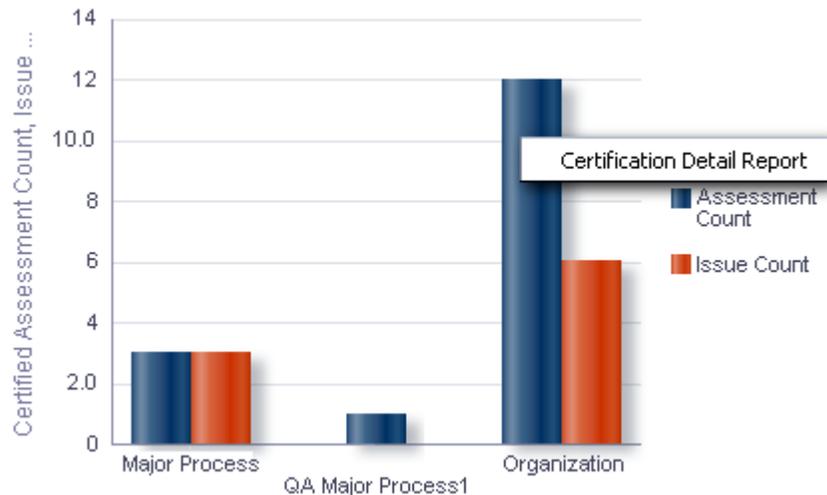
2. Click on the label to open the subsidiary report.

Dashboard Filters

Each tab of the GRCI dashboard includes list boxes in which you can select time values (year or quarter) and perspective values (hierarchy, or node within a hierarchy). Within a given tab, reports focus on the values you select in these list boxes. For example, you might select Organization for perspective hierarchy and 2011 for year, and reports would show only data pertaining to objects assigned some value in the Organization perspective, and current in 2011. Or you might select North Amer-

ican Division (assuming this value exists in your Organization hierarchy) and second quarter of 2011 to limit results further.

Additionally, you can expose or hide reports within a dashboard tab, by selecting the ± toggle at the upper-left corner of each report.

GRCI Primary Reports

The following reports are available in the three dashboard tabs that are available when you open GRCI.

Certifications Tab

Click on the Certifications Tab to view the following reports:

* Compliance Status: In this report, "certified" means simply that an assessment has been completed. If it has not been, then issues have been raised against it. The graph presents pairs of bars, each of which applies to assessments of objects associated with a specified perspective hierarchy. In each pair, the height of one bar shows the number of complete assessments, and the other shows the number with issues. Both the graph and the table show current values, and the table compares current certifications with the previous month's.

* Overdue Assessments: This report shows numbers of assessments that are behind schedule. Each bar in the graph represents a range of days overdue, and the height of each bar is proportional to the number of overdue assessments within its range. The table provides additional information: the name of each overdue assessment, its due date, the process to which it belongs, and the perspective hierarchy with which it is associated.

* Control Assessment Result: This report shows numbers of controls that have passed and failed assessment. Each bar in the graph represents controls associated with a specified perspective hierarchy; each includes a segment for passed controls and another for failed controls. The table contains a row for each assessment in which controls have passed or failed (and a given control may be included in any number of assessments). It displays the total number of controls in each assessment, the numbers (and percentages) of passed and failed controls, and the perspective hierarchy with which the assessment and its controls are associated.

Issues Tab

Click on the Issues tab to view the following reports:

* Open Issues by Severity: As issues are created, they may be assigned labels that rate their severity. In this report, the graph presents pairs of bars, each of which represents issues at a given severity, raised against objects associated with a specified perspective hierarchy. In each pair, the height of one bar corresponds to the number of total issues, and the other to open issues. The graph may contain a pair with no severity label; if so, the pair represents issues that have not been assigned any severity.

- Issues by Likelihood of Recurrence: As issues are created, they may be assigned labels that rate their likelihood of recurring — for example high, medium, or low. In this report, the graph presents pairs of bars, each of which represents issues with a given likelihood. In each pair, the height of one bar corresponds to the number of total issues, and the other to open issues. The graph may contain a pair with no likelihood label; if so, it represents issues that have not been assigned any likelihood. The table not only shows issue counts, but also identifies perspective hierarchies, assessments, and risks with which issues are associated.

- Impact of Issues: The impact of issues is defined as the cost of their remediation. In the graph for this report, each bar represents the number of issues within an "impact cost category" — a range of cost percentiles. The "0.75–1" category, for instance, represents the number of issues above the seventy-fifth percentile. In the table, each row shows an issue and the process it affects (an issue may apply to more than one process, so the table may contain more rows than the number of issues in the graph). Each row also shows the perspective hierarchy with which an issue is associated and, in addition to its impact cost category, its impact cost percentile and impact cost.

- Issues by Certifications in Progress: This report compares the number of issues to the number of open issues raised in assessments of the Certification type. Each pair of bars in the graph represents issues raised against objects associated with a given perspective hierarchy. In each pair, the height of one bar corresponds to the number of total issues, and the other to open issues. The table shows the number of Certification assessments for objects associated with each perspective, as well as the total and open issue counts for those assessments.

Analysis Tab

Click on the Analysis tab to view the following reports:

- Control Count Trend: This report shows the change in the number of controls implemented as time passes. The graph is a linear track of control counts from one quarter to the next. The table shows the controls created within each perspective hierarchy from one quarter to another.

- Control by Risk Type: Each risk is assigned a type value. Each control is created to address one or more risks. This report shows the number of controls created for each risk type. The graph includes a bar for each risk type, the height of which corresponds to the number of controls. The table includes a row for each risk type within each perspective hierarchy, showing the number of controls and the percentage that value is over the number for the previous period.

GRCI Subsidiary Reports

By drilling down from the primary reports, you can open the following reports:

- Assessment Activity Detail: Displays all details related to a set of activities included in an assessment.

- Assessment Detail: Displays all the details related to a set of assessments.

- Certification Detail Report: Displays all the details related to a set of Certification activity assessments.

- Control Detail: Displays all the details configured for a set of controls.

- Issue Detail: Displays all the details related to a set of issues.

- Issue Detail — As of Date: Displays all the details related to a set of issues as of a specified date.

- Issue Remediation Cycle Time: Displays the cycle time for remediating open issues.

- Risks by Open Issues: Displays the risks associated with each open issue.

- Risk Detail: Displays all the details related to a set of risks.

- Risk Level Reduction: Displays the reduction in risk level by control type.

- Treatment Cost Benefit: Displays the cost and benefit of each risk treatment.