

CCH® SWORD

Business Frontline

Measure

Monitor

Manage

The business frontline role within an institution’s three lines of defence is to ensure that they carry out all of their responsibilities with regard to risk and compliance correctly. In order to do this the business frontline must first know what their responsibilities are and how to carry them out, this requirement has become more difficult due to increasing regulations and risk management requirements. Therefore the business frontline must interact efficiently with the other two lines of defence (risk & compliance and audit & directors) whilst ensuring that their main task of “doing business” is not impaired.

How does CCH SWORD help the business frontline?

Agreed Scope

CCH SWORD provides details of the processes and controls that are within the remit of the business frontline. These details enable the business frontline to have a clear scope of operations when communicating with internal staff as well as staff from other teams and functions.

Knowing your risk and compliance responsibilities

CCH SWORD provides a tool whereby all of your team’s activities with regard to risk and compliance are supported. Modules like Loss recording, Risk Assessment etc. direct frontline staff through the required processes while keeping the managers up to date with progress.

Interaction with other lines of defence

CCH SWORD supports activities such as issue and action management where two or more lines of defence are involved. Updates on action progress or recording of metrics are supported thus making these interactions more efficient and less error prone.

Reporting

Reports concerning the business frontline’s position with regard to risk and compliance are available within CCH SWORD so that the business frontline has an up to date and correct understanding of the status of their line of defence.

All in one place

CCH SWORD provides a simple dashboard for business frontline staff, that shows all of their ongoing risk, compliance and audit

The screenshot displays a dashboard with the following sections:

- Risk Assessments:** A table with columns No., Organisation Unit, and Stage. It lists two items: 97 (Group Risk, Assessment) and 99 (Information Assurance, Assessment).
- Control SignOff:** A table with columns Id, Type, Organisation Unit, and Status. It lists three items: 19 (Approval, Group Risk, In Progress), 18 (Approval, Information Assurance, In Progress), and 99 (Signoff, Information Assurance, In Progress).
- Issues:** A table with columns Id, Title, Organisation Unit, Status, Priority, and Target Date. It lists one item: 3 (No control in place for risk - control required before next assessment, Group Human Resources, Accepted, Red, 23 Jun 2008).
- Indicators:** A table with columns Id, Organisation Unit, and Status. It lists three items: 100 (Group Human Resources, In Progress), 102 (Group Risk, In Progress), and 104 (Information Assurance, In Progress).
- SOx Attestations:** A table with columns Id, Owner, Cycle, and Status. It lists one item: 1 (GRIS, Cycle One, Not Started).

CCH SWORD modules used by business frontline:

CCH SWORD Platform, Loss recording, RCA, Control Performance, SoX, Enterprise Reporting, Enterprise Indicators