

## Software For Policy Management And Compliance

### BENEFITS

- ▶ ensures staff read, understand and sign up to key policies
- ▶ records and gives management visibility of user acceptance and understanding
- ▶ reduces the risk of non-compliance
- ▶ cuts the time and cost of managing policies across the organisation
- ▶ significantly increases policy effectiveness

For an increasing number of organisations, compliance and rigorous policy management are essential. PolicyMatter software ensures employees read, understand and sign up to key policies, and provides comprehensive reporting and audit trails on policy acceptance across the organisation.

### Functional Overview

Struggling to communicate key policies across the organisation? Unlike handbooks, Intranets or email attachments that sit unread or gathering dust, PolicyMatter manages the full policy life-cycle.

#### Creating Policies

- simple copy and paste from existing policies
- facility to create new policies or clauses from scratch
- configurable policy types e.g. must read, optional
- collaborative policy drafting
- automatic versioning

#### Effective Deployment

PolicyMatter makes sure you can get the right policies to the right people within your organisation.

- clear presentation of new or changed key policies at login
- option to direct users to policy via email / HTTP or by integrating with web and mail proxies.
- user group facility, allowing different policies or clauses to be assigned to different user groups e.g, by integration with Directory Service OUs, security groups, distribution groups
- collaborative policy drafting
- 'New Starter' facility to avoid inundating new staff with policies
- prioritising of policies that need actioning
- 'Later' button facility - configurable to allow policy to be read at a later date
- individualised 'Policy Library' for each employee

Policy Status for Michael

New policies		Policy library	
You have 4 policies out of date. Please click on the policies below to review. If you'd prefer to do this at a later time, please click the later button.			
Policy Name	Action Required	Info	Deadline
Data Protection Policy	CLICK TO ACTION - REQUIRED	1 new clause	Tue 26 Jul 2005
Internet Usage Policy	CLICK TO ACTION - REQUIRED	6 new clauses	Wed 27 Jul 2005
FOI General Exemptions	CLICK TO ACTION - REQUIRED	6 new clauses	Mon 01 Aug 2005
Discrimination and Harassment	CLICK TO ACTION - REQUIRED	4 new clauses	Mon 01 Aug 2005

You have new policy..... Effective, clear presentation of policy at login

## Understanding And Affirmation

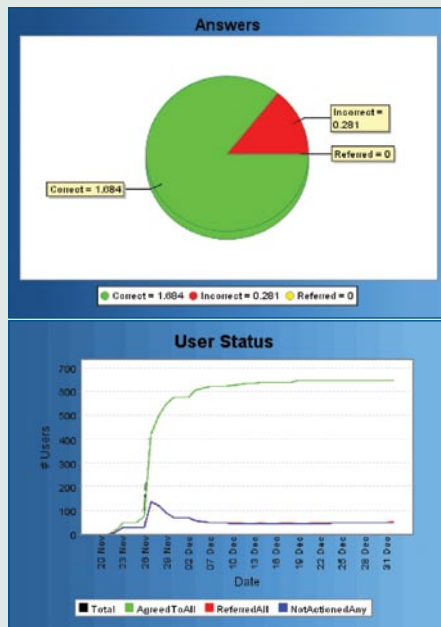
PolicyMatter enhances operational effectiveness by recording staff acceptance and comprehension.

- option to test understanding through randomised, multiple choice questions
- automated identification of users who fail to demonstrate understanding
- ability to balance ‘carrot’ and ‘stick’ responses to low scores e.g. re-present policy, explain correct / incorrect answers, email administrator, direct to training, deny partial or whole system access
- automatic periodical re-presentation of policies to refresh / reinforce understanding
- optional “Refer to Policy Manager” facility - feedback mechanism for users to challenge or question policy

## Auditing And Reporting

Policy acceptance needs to be visible as a high level overview or with extensive individual detail. PolicyMatter provides immediate reporting data and charts to:

- illustrate effectiveness of policy deployment
- demonstrate acceptance and understanding of policies (by policy, groups, individuals, over configurable timescales, by policy clause / question etc)
- provide audit trails e.g. who received, answered questions, and agreed to which version of which policy on what date
- highlight ambiguous or poorly worded questions



PolicyMatter automatically charts policy acceptance by users, groups, policies, questions, over time

## Managing The Whole Policy Cycle

Policy acceptance needs to be visible as a high level overview or with extensive individual detail. PolicyMatter provides immediate reporting data and charts to:

- automatically records changes to policy, when made, by whom, why
- with just two clicks shows when staff were presented with new versions, when they agreed
- effective change management – present whole of amended policy, just the amended clause, or the whole policy with changes highlighted
- highlight ambiguous or poorly worded questions

## System and Policy Management

- intuitive user interface for non-technical users
- set system to communicate policy as login intercept, link to URL from email, custom prompts
- group facility via interface to major directory services e.g. Active Directory™, Novell e-directory™
- automatic identification of users and policy acceptance status at login
- integration with leading security technologies e.g. web proxies, to deny Internet access in the event of poor policy understanding, re-present policy in the event of a policy breach
- configurable actions in the event of poor understanding - re-present policy, inform manager, direct to web page (e.g. training page), log off, write to LDAP
- configurable thresholds of maximum concurrent users, number of users presented with policy (for phased rollout)
- automatic updating of policies stored on intranets (to maintain version consistency)
- easy modification to reflect customer branding

## Technical Specification

- server-based, no client-side installation involved, other than standard web browser
- standards-based design e.g. J2EE 1.4™, XML
- ships as standard with IBM Express Runtime™ (Websphere) and DB2 database
- supports all leading browsers and operating systems

Recommended minimum spec:

- dedicated P4™ server or equivalent
- 1 GB RAM



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