



GuardianERM.net Scores Top Marks With Users

As part of our commitment to continuous improvement, we recently conducted our first survey of GuardianERM.net users to profile their usage patterns, measure user satisfaction and identify areas where we can further improve our GuardianERM.net system.

The verdict is in and we are very pleased with the results.

Most frequent users:

- Risk management, OH&S and compliance staff use GuardianERM.net most frequently - on a weekly basis.
- Auditors use GuardianERM.net at least monthly.
- Senior managers, department managers and the Risk & Audit Committee use GuardianERM.net on a quarterly basis.

Most frequently used functions:

- The compliance management and incident management functions are the most frequently used functions.
- The risk evaluation and audit functions are used at least monthly. Audit is used more frequently when GuardianERM.net was also used by internal audit.
- Risk and control reviews, attaching documents, treatment plans, control checklists, business continuity updates and running reports are activities mainly performed less frequently - quarterly.
- Strategic audit planning is used less frequently - annually.

"GuardianERM.net is an excellent, reliable and efficient system."

User satisfaction levels:

- Overall, users were very satisfied with the 13 key service attributes we measured. On a scale of 1 (low) to 5 (very high), ratings of 4 and 5 were the most frequent.

Attribute	Rating	% of responses
Speed & response	High-V High	80%
Ease of use	Mod-High	88%
Technical reliability and data accuracy	High-V High	87%
Availability & system uptime	High-V High	94%
Features and functionality available	Mod-High	81%
Flexibility in configuring system parameters	Mod-High	87%
Ongoing user/technical support	High-V High	94%
Ongoing user training	High-V High	83%
User documentation e.g. help, user manuals	Mod-High	88%
Quality and frequency of system upgrades	High-V High	93%
GuardianERM.net system in general	High-V High	81%
Adequacy of upgrade/release notes	High-V High	87%
Timeliness of upgrade communication	High-V High	100%

What do people like most about GuardianERM.net?

- Users were very positive and complimentary about GuardianERM.net's functions. There were a number of reoccurring themes about what people liked most about GuardianERM.net:
 - Very easy, simple to use and user friendly.
 - One page view of organisation unit, risks & controls.
 - Reporting abilities & heat maps.
 - The wide range of functions.

What were the major benefits realised since implementation?

- Users identified a number of major benefits that GuardianERM.net has delivered to their organisation's including:
 - Improved visibility over the company's risk management framework.
 - Improved knowledge of risks and controls.
 - More risk thinking and risk analysis.
 - "Massive time savings."
 - Increased reporting to stakeholders.
 - Better regulatory compliance.
 - Highly structured thought process.
 - Storage of data in one area.

GuardianERM.net Community Forum:

- Over 50% of users felt that an annual user group forum was sufficient.

Areas for improvement:

- Whilst we recognise it is a challenge to always please everybody and there are always inherent technology limitations, we wanted to know what areas we could improve. Suggestions fell into 4 areas:
 - Control effectiveness ratings.
 - Flexibility of configuring for larger entities with different heat map and risk rating descriptors.
 - Reporting.
 - Audit functionality.
- We are currently working on a major release that is undergoing development and testing. We have also taken on board suggestions from this survey and had further client discussions with a view of incorporating them into the next major GuardianERM.net release (v6.0) due in July 2011.

Overall Comments:

- Finally, we also asked for other comments users wanted to express. Comments were very positive:
 - "Keep up the good work."
 - "Very happy with the service and level of customer support also. You guys do a great job! Thanks for all your help :)"
 - "Very happy with the system in drawing out a conceptual (and, consequently, quite practical) approach to risk management across the company."

Thank you!

Thank you to all our clients who participated in our inaugural survey. We welcome all your comments and will continue to listen to your needs with a view to making GuardianERM.net even better!