

# ***ACTIVE RISK MONITORING DASHBOARD (ARMD)***

Designed and built on the ServiceNow platform, Deloitte's ARMD solution leverages the foundational Configuration Management Database Capability (CMDB) to integrate with third party tools to retrieve, analyze, and present data, providing a 360-degree view of critical IT infrastructure for Chief Information Security Officers (CISOs), Chief Information Officers (CIOs), Information System Security Officers (ISSOs), Program Managers, and their functional IT support teams.

Challenge	Solution	Potential Benefits
<p><b>Pro-actively managing and monitoring the cost, performance, and risk aspects of an organization's critical IT infrastructure is an active challenge, made more complex with the increase of disparate business processes and technologies that are employed to support the mission.</b></p> <p>Timely collection, aggregation, and correlation of data takes a backseat while the biggest fires are placed at the forefront, addressed in isolation.</p> <p>This approach decreases operational efficiency, causing untimely and disconnected risk and performance monitoring.</p> <p>Organizations then find themselves facing significant gaps in collecting and consolidating reliable, integrated data sets for sound, risk-informed decision-making.</p>	<p><b>The Integrated Risk Management (IRM) dashboard solution provides automated and integrated monitoring while enabling proactive risk and performance management across an organization's IT portfolio.</b></p> <p>The dashboard metrics are configurable and accommodate various modes of data entry, consumption, and allow for automatic generation of reports to relevant stakeholders.</p> <p>With these insights, organizations can efficiently monitor threats, mitigate business and compliance risk, minimize costs, and maximize performance across the various IT process areas.</p>	<p><b>Mitigate Organizational Risks:</b> Prevent potential threats to organizational business objectives and industry-specific compliance risk by monitoring adherence to policies, procedures, and controls</p> <p><b>Manage Cost:</b> Report and analyze budgetary concerns, identify and reconcile cost discrepancies, and utilize software to support efficient resource allocation</p> <p><b>Maximize Performance:</b> Measure the performance of information technology process areas that facilitate proactive and timely remediation in accordance with service-level agreements (SLAs)</p> <p><b>Centralize Data:</b> Utilize the latest ServiceNow technology to collect and aggregate data across a variety of information technology process areas and support risk-informed decision-making</p>

Deloitte's Active Risk Monitoring Dashboard



Service Management  
(ITSM)



Operations Management  
(ITOM)



Cyber Security Operations  
(SecOps)



Integrated Risk Management  
(IRM)



Portfolio Management  
(SPM)

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## Solution Features

### Centralized Data Collection

The Integrated Risk Management dashboard utilizes cutting-edge ServiceNow technology to collect, manage, drill-down, and store data across various information technology process areas.

### Risk-Informed Metric Evaluation

Thresholds for metrics pertaining to each information technology process area are scored and weighted based upon each organization's risk appetite, providing the ability for leadership to tailor their thresholds to best align with organizational objectives.

### Active Risk Monitoring and Management

Upon completion of data consolidation and metric weighting, functional information technology leads and program managers will have meaningful information in one consolidated dashboard to support executive decision making and resource allocation.

