



## Using AI in Front to Back Process, Risk and Controls

*SIFMA Conference*

2026

As used in this document, “Deloitte” means Deloitte & Touche LLP, a subsidiary of Deloitte LLP. Please see [www.deloitte.com/us/about](http://www.deloitte.com/us/about) for a detailed description of our legal structure. Certain services may not be available to attest clients under the rules and regulations of public accounting.



# AI Value Generation in Risk Mgmt., Controls, & Compliance: At a Glance

The era of Gen AI experimentation (e.g., POC “use cases”) has proven the transformative power of AI for risk management processes and controls. Organizations are now rapidly scaling Generative AI and Agents to accelerate effectiveness and value creation.

## Early Successes

AI-enabled risk management processes that have generated value

Testing & Rationalization

Model Lifecycle Processes

Credit Memo Writing

Document Extraction

and more....

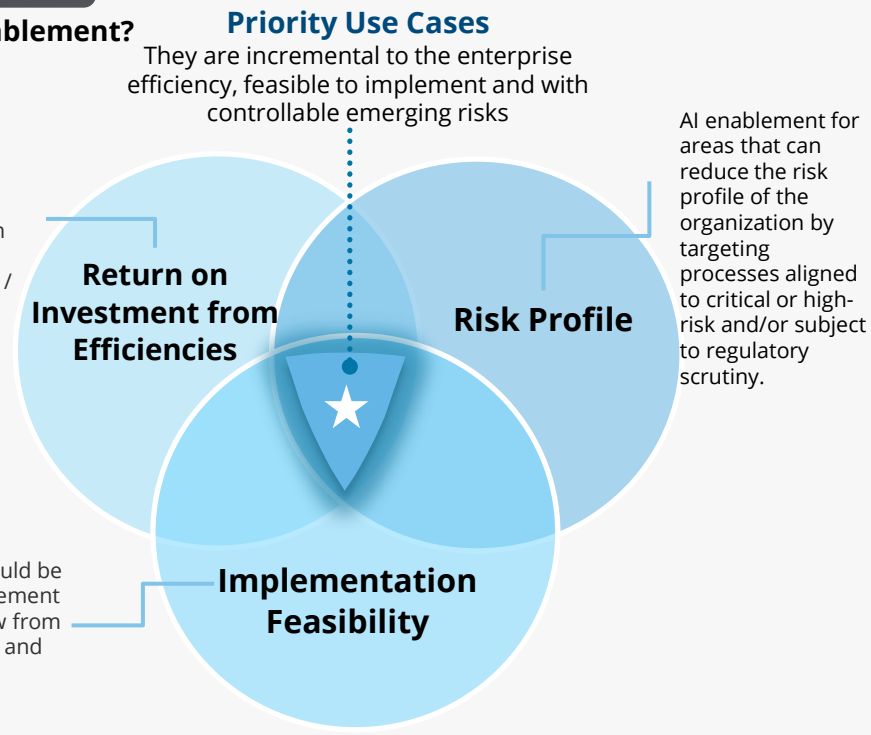
## Modernizing Business Process with AI

**What makes a business process conducive to AI enablement?**

- High volume, repeatable tasks**
- Highly manual and resource intensive** requiring significant time
- Value driven**, where improved outcomes matter more than time spent / headcount
- Dependent on legacy / outdated technologies** that constrain efficiency and scalability
- Data rich with ground truths**, enabling easier automation and consistent decision making

AI solutions are usually firstly adopted for efficiency improvement on labor intensive / time consuming / repetitive tasks.

AI solutions should be feasible to implement for the workflow from a business, cost and technological perspective



Framework for AI-enablement

- Identify potential candidates for AI enablement (see left side)
- Perform rapid assessment of solution and seek business approval via value proposition
- Explore model methodologies, perform model testing and benchmarking
- Perform pilot process, implementation and integration testing
- Optimize the model and deploy solution to production
- Establish monitoring thresholds and track operationalization of change post go-live

# Deloitte's Risk Clarity™ Across the Process, Risk and Control Lifecycle

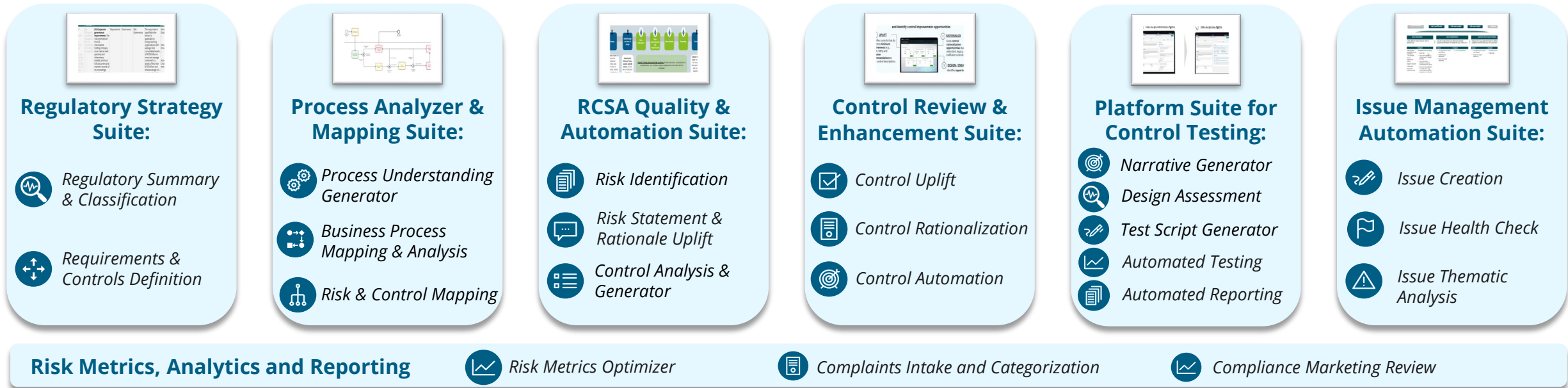
## Risk Management Framework (RMF)

Identify & Assess: RCSA

Monitor & Test: Control Testing

Manage: Issue Management

## Deloitte's Risk Clarity™ AI Solution



### Technical Considerations

1

AI Assets integrated in your Risk platform and linked with your risk data foundation

2

AI assets are modular & built with future-proof agentic capabilities

3

KPIs built into Risk platform to drive continuous improvement

4

Architecture considers experience, data integration layer and an E2E tech stack

# Asset Catalogue



# Risk Clarity Asset Catalogue – Existing Assets (1 of 4)

AI Module	AI Asset	Asset Description
RCSA Quality & Automation Suite	1. Risk Identification	<ul style="list-style-type: none"> <li>Reviews process / risk descriptions and taxonomies, and identifies potential inherent risks for processes aligned to the Assessable Unit for the risk assessment</li> <li>Recommends risk statements, inherent risk rating, likelihood rating, and impact rating for each risk</li> </ul>
	2. Risk Statement & Rationale Uplift	<ul style="list-style-type: none"> <li>Reviews and analyzes completed RCSA workbooks to perform quality control reviews against the enterprise RSCA standard</li> <li>Identifies risk statements and rationales that are not meeting standard, and re-writes them to close any gaps</li> </ul>
	3. Control Analysis & Generator	<ul style="list-style-type: none"> <li>Reviews control suites against risk statements to identify gaps in risk mitigation, with rationale to substantiate portion of risk that is unmitigated</li> <li>Generates additional control recommendations for risks that are not adequately mitigated</li> </ul>
Control Review & Enhancement Suite	4. Control Uplift	<ul style="list-style-type: none"> <li>Reviews controls against control standards such as FRASA or 5W+H (customizable per client needs)</li> <li>Identifies control that do not meet the standard' and propose recommendations to uplift descriptions</li> </ul>
	5. Control Rationalization	<ul style="list-style-type: none"> <li>Analyzes control inventory for rationalization opportunities (e.g., duplicate, redundant, legacy controls)</li> <li>Identifies groups of controls for rationalization based on similarity score, with rationale and action queue for human in the loop review</li> </ul>
	6. Control Automation	<ul style="list-style-type: none"> <li>Analyzes control inventory for opportunities to automate the controls, using standard framework</li> <li>Identifies and prioritize the controls for automation by assigning feasibility and ROI scores, and grouping similar controls to achieve efficient automation</li> </ul>

# Risk Clarity Asset Catalogue – Existing Assets (2 of 4)

AI Module	AI Asset	Asset Description
Platform Suite for Control Testing	7. Narrative Generator	<ul style="list-style-type: none"> <li>• Ingest walkthrough recording and performs voice to text conversion of recorded control walkthrough</li> <li>• Produces a step-by-step walkthrough narrative along with a visual process diagram illustrating the control steps and a documented control procedures detailing how to execute the control</li> </ul>
	8. Test Script Generator	<ul style="list-style-type: none"> <li>• Breaks the control down into activity-based requirements and builds step-by-step text script to perform operating effectiveness testing</li> <li>• Perform a quality check on the test script against pre-defined checklist criteria, adherence to standard and comprehensiveness of coverage against related risks and regulations</li> </ul>
	9. Automated Testing	<ul style="list-style-type: none"> <li>• Single solution that incorporates data analytics, AI and action-based workflow to perform automated testing activities, including data retrieval, automated test execution, and reporting</li> <li>• Tests a full population (vs. sample) and produces work paper with exceptions for human action</li> </ul>
	10. Automated Reporting	<ul style="list-style-type: none"> <li>• Synthesizes control design assessments and operating effectiveness testing results into a single, executive ready report with key insights for process and control owners</li> </ul>
Issue Management Automation Suite	11. Issue Creation	<ul style="list-style-type: none"> <li>• Provides real-time drafting guidance for issues and action plans, encouraging alignment with organizational standards through in-line prompts and recommendations.</li> <li>• Improves point-of-capture data quality and reduces rework by catching common gaps early, decreasing reliance on first- and second-line reviews while preserving required reviewer oversight.</li> </ul>
	12. Issue Health Check	<ul style="list-style-type: none"> <li>• Analyzes issues inventory to surface data gaps, inconsistencies, quality risks, &amp; suspected duplicates—providing summary metrics and prioritized rationalization candidates to accelerate clean-up.</li> <li>• Provides actionable prompts for manual review, including recommended edits and remediation actions, to accelerate disposition of flagged items.</li> </ul>
	13. Issue Thematic Analysis	<ul style="list-style-type: none"> <li>• Analyzes issues data to detect trends, patterns, and outliers; clustering issues into consistent themes and highlighting insights, likely root causes, and strategic risk signals with narrative summaries.</li> <li>• Strengthens reporting and dashboards and speeds internal or regulatory requests by standardizing reusable themes, summaries, and key metrics for consistent, rapid responses.</li> </ul>

# Risk Clarity Asset Catalogue – Existing Assets (3 of 4)

AI Module	AI Asset	Asset Description
Regulatory Strategy Suite <sup>2</sup>	14. Regulatory Summary & Classification	<ul style="list-style-type: none"> <li>Analyzes regulations to generate an executive summary and section-levels summaries</li> <li>Provides user with side-by-side comparison of summary output vs. original text for ease of reference</li> <li>Tags sections of the regulation as 'Scope', 'Definition' or 'Requirement'</li> </ul>
	15. Requirements & Controls Definition	<ul style="list-style-type: none"> <li>Analyzes regulations to summarize requirements and identify actionable obligations</li> <li>Tags actionable obligations into pre-defined domains (e.g., disclosures / notifications) to allow easy identification and interpretation of expectations</li> <li>Defines expected controls for actionable obligations, including control description, type, owner and frequency</li> </ul>
Process Analyzer & Mapping Suite	16. Process Understanding Generator	<ul style="list-style-type: none"> <li>Analyzes a process procedure to generate a listing of process steps, risks and controls</li> <li>Depending on client maturity, can create Risk and Control Matrix (RCM) or add missing risks and controls to an existing GRC inventory</li> </ul>
	17. Business Process Mapping and Analysis	<ul style="list-style-type: none"> <li>Interprets a process procedure and auto-generates a BPMN compliant process map</li> <li>Identifies process transformation opportunities with detailed steps to transform and ROI metrics</li> </ul>
	18. Risk & Control Mapping	<ul style="list-style-type: none"> <li>Layers existing risks and controls into process maps, with RYG coding for easy identification of activity steps that are missing risks and controls for the business / risk teams to action</li> </ul>

# Risk Clarity Asset Catalogue – Existing Assets (4 of 4)

AI Module	AI Asset	Asset Description
Other Risk Assets	<b>19. Complaints Intake and Categorization</b>	<ul style="list-style-type: none"> <li>• Extrapolates unstructured customer complaint data narratives to appropriately categorize complaints vs. inquiries, tag impacted Business Units, map relevant Products / Sub Products, and flag potential regulatory violations to support intake and triage workflows</li> <li>• Analyzes narratives to produce detailed complaint analyses, including why the complaint may potentially violate regulatory expectations, underlying root causes of the complaint, and recommendations for how to adequately remediate and/or escalate the complaint</li> <li>• Conducts thematic, population-level analysis to identify broader issues, causes, violations, and emerging risk trends that inform monitoring activities, issue management, and opportunities to address customer dissatisfaction</li> </ul>
	<b>20. Compliance Marketing Review</b>	<ul style="list-style-type: none"> <li>• Evaluates marketing content (e.g., web pages, brochures, articles) for regulatory and legal compliance adherence, appropriateness of tone and presentation to target audiences, accuracy of content and related details, and unintended bias</li> <li>• Flags issues with traceable rationale by leveraging pre-built policy and rule checks to identify potential concerns (e.g., unfulfilled regulatory requirements, appropriate grammar / images, necessary disclaimers), map them to relevant internal standards and applicable regulations, document why it is a risk, and suggest changes to effectively remediate the findings</li> <li>• Interactive dashboarding and reporting to enable drilldowns and detailed insights into identified issues and corrective actions across large population of content</li> </ul>