



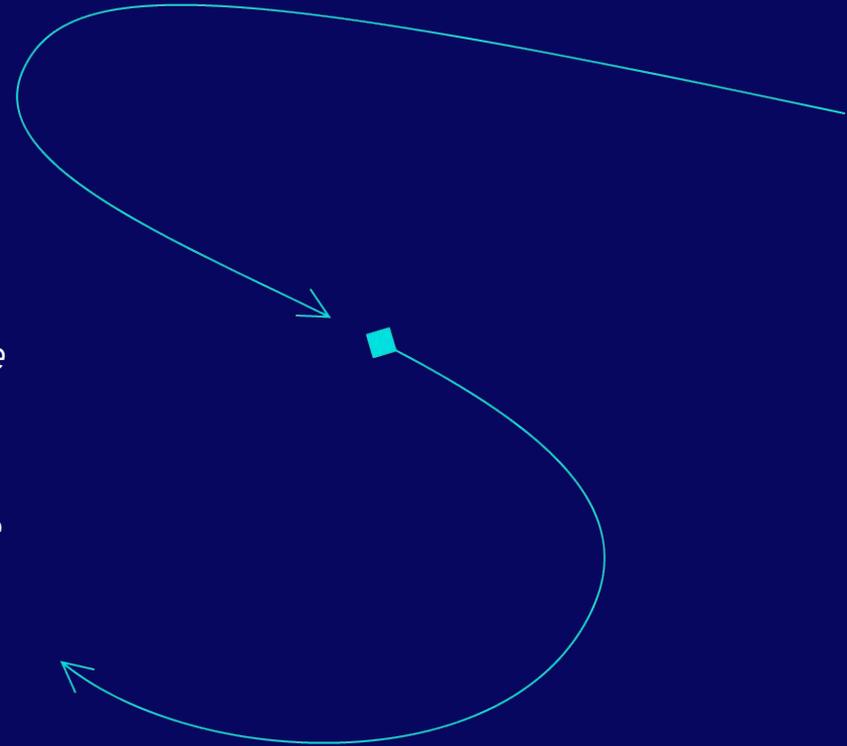
# Third-Party Risk Management Application Overview



## User Experience Reimagined

*LogicGate is investing in updating and optimizing the Risk Cloud platform's end-user experience.*

*If the user interface looks different in this document than in your environment, please see more about the Reimagined Record Experience [here](#) and follow our latest releases to Risk Cloud [here](#).*



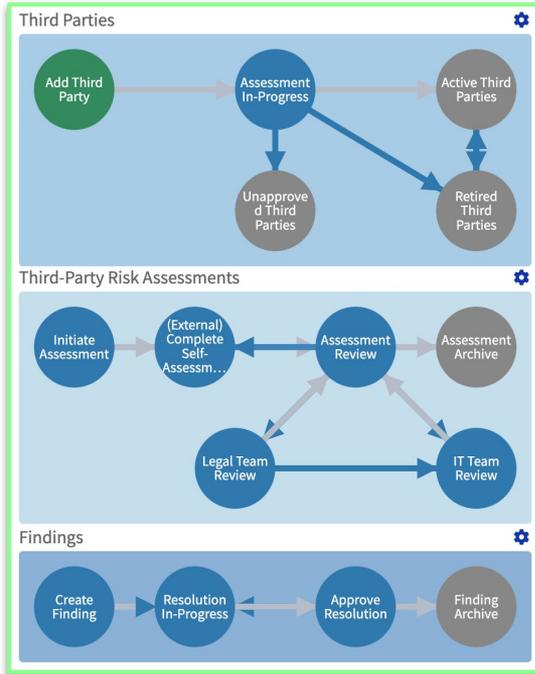


# Application Highlights

- ◆ Purpose-built Third-Party Risk Management Application facilitates **a holistic assessment** of third parties
- ◆ Includes a purpose-built questionnaire that targets **a variety of areas**, including asset and information management, access management, business resilience and so on
- ◆ Allows for **easy customization** of the questionnaire to ensure alignment with your organization's needs
- ◆ **Assessment ratings are automatically calculated** to provide immediate insight into the third party's maturity
- ◆ Enables your organization to **instantly capture findings based on assessment results and track findings through resolution**
- ◆ **Streamlines tasks** by automatically sending email notifications and initiating periodic reassessments



# Application Overview



## Third-Party Risk Management

Risk Cloud's Third-Party Risk Management Application contains three Workflows:

1. **Third Parties:** Identify and store information about your organization's third parties
2. **Third-Party Risk Assessments:** Assign and require third-parties to complete the third-party risk assessment questionnaire
3. **Findings:** Create findings from assessment results, determine the impact of the findings, and track the resolution of findings through completion



# Third Parties

## Workflow Overview



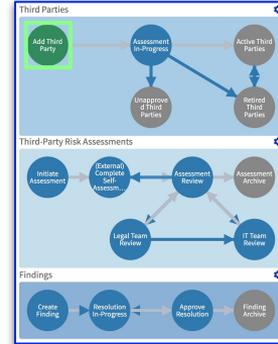


# Third Parties Workflow

## Add Third Party

The 'Add Third Party' Step allows end users to add a third party by providing background information about the third party such as name, contact information, and type of services provided.

After an overview of the third party is provided, the user is prompted to respond to questions about the type of organizational information the third party will have access to, the criticality of the services provided by the third party, and the approximate contract value of the third party. These inputs are used to automatically determine an inherent risk score for the third party.



<b>Third-Party Details</b> * Third-Party Name <input type="text"/> * Third-Party Category <input type="text"/>	<b>Third-Party Contact</b> * Contact Name <input type="text"/> * Contact Email <input type="text"/>	<b>Relationship Owner &amp; Third-Party Risk Manager</b> * Responsible Department <input type="text"/> * Relationship Owner <input type="text"/>
<input checked="" type="checkbox"/> <b>Data Sensitivity Details</b> * Will the third party be provisioned access to any organizational information? <input type="text"/> * Will the third party maintain access to sensitive organizational information? <input type="text"/>	<input checked="" type="checkbox"/> <b>Business Criticality Details</b> * Does the third party provide a critical service that supports the organization's critical operations? <input type="text"/>	<b>Approximate Contract Value</b> Approximate Contract Value <input type="text"/>



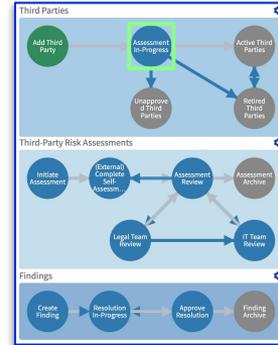
# Third Parties Workflow

## Assessment In-Progress

In the Assessment In-Progress Step, the third-party record is automatically assigned to the individual who was designated as the "Third-Party Risk Manager" in the 'Add Third Party' Step.

The user can review the details of the third party that were provided in the 'Add Third Party' Step and initiate a third-party assessment. This will automatically kick off a record in the 'Initiate Assessment' Step of the 'Third-Party Risk Assessments' Workflow.

After the assessment is complete, the user can update the status of the party and provide the date of next assessment and assessment cadence.



**Data Sensitivity Details**

Will the third party be provisioned access to any organizational information?  
Yes

Will the third party maintain access to sensitive organizational information?

**Business Criticality Details**

Does the third party provide a critical service that supports the organization's critical operations? ⓘ  
Yes

Please describe the third party's service supporting the organization's critical operations.

**⚠ Tier Results**

**Inherent Risk Tier**  
DATA SENSITIVE AND BUSINESS CRITICAL

**Contract Value Tier**  
MEDIUM CONTRACT VALUE

**\* Third-Party Assessment(s)**

Assessment Record	Third-Party Name	Assessment Year	% of Responses that are	Step	Status
There are no Assessment					

[+ Create New Assessment](#)

**♥ Third-Party Status**

**\* Third-Party Status**

- Active Third Party
- Retired Third Party
- Not Approved

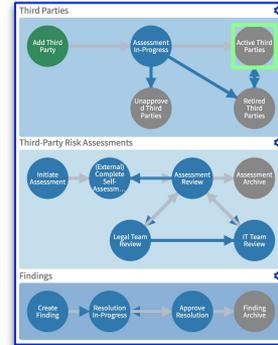


# Third Parties Workflow

## Active Third Parties

Once a third-party assessment is complete and the third party is approved and marked as active, the third-party record is stored in the 'Active Third Party' End Step. This Step, along with the 'Retired Third Parties' End Step, acts as a repository of third party information for easy access and reference by your organization's users.

The "Third-Party Status" Field is enabled in this Step to allow end users to easily move third-party records between the 'Active Third Party' Step and the 'Retired Third Party' Step as the status of the party changes.



Assessment Record	Third-Party Name	Assessment Year	% of Responses that are Satisfactory	Third Party Risk Level	Current Step	Status
Assessment-7	Big Co	2022	90%-94%	Medium	Assessment Archive	COMPLETE

**Retired Third Party Guidance**

If a third party is no longer relevant, it can be replaced by a new third party. When a third party is replaced, the record will be prompted to provide a reason for the change. You can click **Submit** at the bottom of the record to the 'Retired Third Party' Step.

Note that in order to edit any record out. You can do so on this page.

**Third-Party Status**

Third-Party Status

- Active Third Party
- Retired Third Party
- Not Approved

**Reassessment Cadence and Date**

Reassessment Cadence  
Quarterly

Next Assessment Date  
Sunday, July 31, 2022 12:00 PM

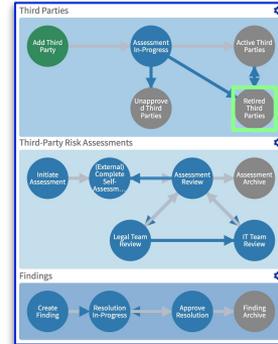


# Third Parties Workflow

## Retired Third Parties

If the status of the third party is updated to "Retired Third Party," the third-party record is moved to the 'Retired Third Parties' End Step. This Step act as a repository of information for easy access and reference by your organization's users.

The "Third-Party Status" Field is enabled in this Step so that third-party records can be moved back to the 'Active Third Parties' Step if the status of the third party changes.



Assessment Record	Third-Party Name	Assessment Year	% of Responses that are Satisfactory	Third Party Risk Level	Current Step	Status
Assessment-7	Big Co	2022	90%-94%	Medium	Assessment Archive	COMPLETE

Third Party Status Guidance

If a third party becomes active... You will have to check the record... then click Submit at the bottom... Parties' Step, you can initiate

**Third-Party Status**

Third-Party Status

- Retired Third Party
- Active Third Party
- Not Approved

**Third-Party Status**

Third-Party Status

Retired Third Party

Date of Retirement

Wednesday, June 29, 2022

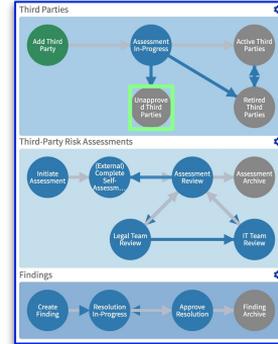


# Third Parties Workflow

## Unapproved Third Parties

Third parties that are not approved by the third party risk manager in the 'Assessment In-Progress' Step are stored in the 'Unapproved Third Parties' Step.

Details of the third party as well as the reasoning behind why the third party was not approved can be found in the Step.



<b>Third-Party Details</b> Third-Party Name Big Co Third-Party Category Financial Services Description of Services Provided by Third Party Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod. Third-Party Website www.bigco.com Third-Party Address 1000 Example Street	<b>Third-Party Contact</b> Contact Name John Doe Contact Email john.doe@bigco.com Contact Phone 111-111-1111	<b>Relationship Owner &amp; Third-Party Risk Manager</b> Responsible Department Finance Relationship Owner Tanika Deuskar tanika.deuskar@logicgate.com Relationship Owner Phone 222-222-2222
---	--	---

**Assessment Notes**  
Notes from Third-Party Risk Manager  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod.  
Not Approved Reason  
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod.

A decorative graphic consisting of a thin, light blue line that starts from the top left, loops around, and ends with an arrowhead pointing towards a small blue diamond on a curved path. Another curved path with a blue circle at its end is visible on the right side of the slide.

# Third-Party Risk Assessments

Workflow Overview

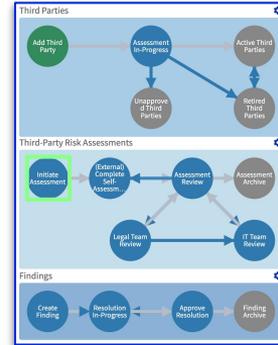


# Third-Party Risk Assessments Workflow

## Initiate Assessment

In the 'Initiate Assessment' Step, the user is prompted to provide a due date for the assessment and specify the assessment year.

When the user submits the record in this Step, they will be prompted to enter the external email address of the third-party point of contact. The point of contact will be sent an email notification that provides a link to the record and instructions on completing the questionnaire.



Third Party To Be Assessed

Third-Party Name	Tier	Contract Tier	Category	Third-Party Status	Third-Party Contact	Responsible Department	Relationship Owner	Current Step	Status
Big Co	<b>DATA SENSITIVE AND BUSINESS CRITICAL</b>	<b>MEDIUM CONTRACT VALUE</b>	Financial Services	—	John Doe	Finance	Tanika Deuskar	Assessment In-Progress	<b>IN PROGRESS</b>

Assessment Due Date and Year

\* Assessment Due Date

\* Assessment Year

Submission Options

Are you sure you want to submit this Assessment record?

The Assessment record will be routed to (External) Complete Self-Assessment based on the workflow's current settings.

Assign to an external email address

Submit



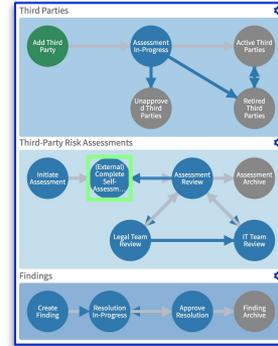
# Third-Party Risk Assessments Workflow

## [External] Complete Self Assessment

Once the assessment record is submitted in the 'Initiate Assessment' Step, the third-party point of contact receives an email containing a link with which they can access the record.

Here, the third-party will be required to respond to each of the assessment questions, attach the necessary documents, and provide any requested details.

After the record is submitted in this Step, it moves to the 'Assessment Review' Step, where it is assigned to the individual listed as the "Third-Party Risk Manager."



**A. Asset & Information Management**

\* A.1) Does your organization have an asset management policy that has been approved by management and communicated to an owner to maintain and review?

Yes

\* A.2) Does your organization maintain a complete inventory of all your critical assets, their locations, and their owners? If yes, please describe your organization's approach to maintaining an up to date asset inventory in the 'Additional Information' field.

Yes

\* A.3) Does your organization classify assets in terms of legal requirements, value, criticality, and sensitivity to unauthorized disclosure or modification?

\* A.6) Does your organization use data protection safeguards (e.g., full-disk encryption, databases, files, encryption keys, etc.) to store regulated or confidential data? If yes, please describe the safeguards used in the 'Additional Information' field.

\* A.10) Does your organization have established procedures for storing customer data? Please describe the location(s) where customer data will be stored in the 'Additional Information' field.

\* A.11) Does your organization have an established procedure for handling customer data in the event a partnership ends? If yes, please describe the procedure in the 'Additional Information' field.

**A. Asset & Information Management: Additional Information**

\* A.1) Please attach your organization's asset management policy.

Drop Attachments or [Browse Files](#)

\* A.2) Not Applicable Justification / Additional Information

Paragraph **B** *I* U

P



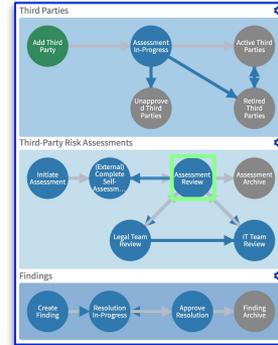
# Third-Party Risk Assessments Workflow

## Assessment Review

In the 'Assessment Review' Step, the third-party risk manager can view the responses provided by the third party. The manager is provided domain-level and assessment-level scores.

If the manager finds that the assessment is unsatisfactory, the manager can return the assessment to the third party to make requested updates.

The manager can initiate findings in the 'Findings' Workflow if necessary. The manager can also determine whether review from legal and/or IT departments is necessary. If additional departmental review is required, record will move into 'Legal Review' or 'IT Review' Steps. If no additional review is required, the record will move into the 'Assessment Repository' End Step.



**A. Asset & Information Management Results**

A. Asset & Information Management Results: Number of Satisfactory Responses  
6/6

**A. Asset & Information Management**

**Review Decision(s)**

- \* Is the completed third-party self-assessment satisfactory?  
Assessment Satisfactory
- \* Do third-party finding(s) need to be initiated?  
Yes, finding(s) need to be initiated.

**Scoring**

- \* Third-Party Risk Level  
[Dropdown menu]
- \* Justification / Additional Comments  
Please provide a justification for the third party risk level assigned above.  
[Text area with Paragraph button]

**Additional Departmental Review**

- \* Is additional departmental review required?  
Yes
- \* Additional review from the following departments is required:  
 Legal  
 IT

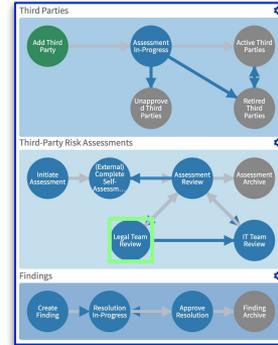


# Third-Party Risk Assessments Workflow

## Legal Team Review

In the 'Legal Team Review' Step the reviewer can view the responses provided by the third party as well as the decisions made and findings initiated by the third-party risk manager.

The reviewer can decide whether or not to approve the third party and provide a justification for the decision. The reviewer can also initiate findings if necessary.



<b>TPRM Team Review Decision</b>	<b>Third Party Risk Level</b>
Is the completed third-party self-assessment satisfactory? Assessment Satisfactory	Third-Party Risk Level Medium
Do third-party finding(s) need to be initiated? Yes, finding(s) need to be initiated.	Justification / Additional Comments Please provide a justification for the third party risk level assigned above.

<b>Review Decision</b>	<b>Third Party Findings</b>
* Legal Reviewer <input type="text"/>	* Do third-party finding(s) need to be initiated? <input type="text"/>
* Legal Decision <input type="text"/>	
Legal Comments <p>↶ ↷ Paragraph <b>B</b> <i>I</i> <u>U</u> <del>S</del> [List Icons] [Text Color] [Text Background Color] [List Icons] [Text Color] [Text Background Color] [More]</p> <p>P</p>	

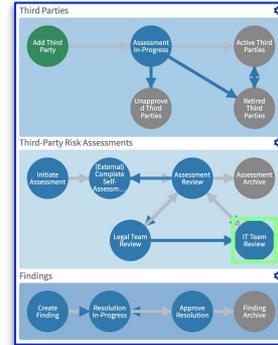


# Third-Party Risk Assessments Workflow

## IT Team Review

In the 'IT Team Review' Step the reviewer can view the responses provided by the third party as well as the decisions made and findings initiated by the third-party risk manager.

The reviewer can decide whether or not to approve the third party and provide a justification for the decision. The reviewer can also initiate findings if necessary.



<b>TPRM Team Review Decision</b> Is the completed third-party self-assessment satisfactory? Assessment Satisfactory Do third-party finding(s) need to be initiated? Yes, finding(s) need to be initiated.	<b>Third Party Risk Level</b> Third-Party Risk Level Medium Justification / Additional Comments Please provide a justification for the third party risk level assigned above.	<b>Departmental Review Overview</b> Legal Decision Approved
---	---	---

<b>Review Decision</b> * IT Reviewer <input type="text"/> * IT Decision <input type="text"/> IT Comments <p>↶ ↷ Paragraph <b>B</b> <i>I</i> <u>U</u> <del>S</del> [List Icons] [Text Icons] [More Icons] ...</p> <p>P</p>	<b>Third Party Findings</b> * Do third-party finding(s) need to be initiated? <input type="text"/>
---	--

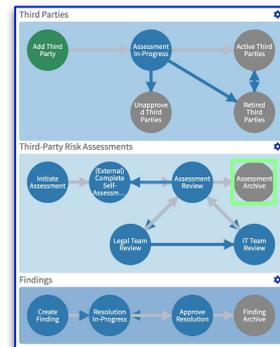


# Third-Party Risk Assessments Workflow

## Assessment Repository

After all reviews have been completed, the assessment record is submitted into the 'Assessment Repository' Step

The Step acts as a central repository where assessment records can be viewed in the future. All responses provided by the third party as well as notes provided by reviewers can be viewed in the Step.



**Third Party Assessment Results**

Third-Party Risk Assessment Results  
Displays percentage of responses that are satisfactory

90%-94%

---

**TPRM Team Review Decision**      **Third Party Risk Level**      **Additional Departmental Review**

**If required, please initiate a new finding using the 'Create New Finding' button below:**

Record Name	Finding Summary	Finding Description	Team Initiating Finding	Current Assignee	Current Step	Due Date
<a href="#">Finding-13</a>	Third party does not use 2FA	Lorem ipsum dolor ... <a href="#">+ Expand</a>	<span style="background-color: #17a2b8; color: white; padding: 2px 5px;">TPRM TEAM</span>	—	Finding Archive	7/31/22 12:00 pm
<a href="#">Finding-14</a>	Lorem ipsum ...	Lorem ipsum ... <a href="#">+ Expand</a>	<span style="background-color: #dc3545; color: white; padding: 2px 5px;">LEGAL TEAM</span>	Tanika Deuskar	Resolution In-Progress	7/31/22 12:00 pm



# Findings

## Workflow Overview



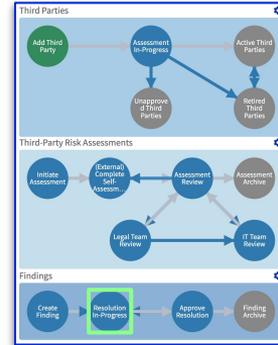


# Findings Workflow

## Resolution In-Progress

The finding record is automatically assigned to the individual listed as the "Resolution Owner" in the 'Resolution In-Progress' Step.

In this Step, the resolution owner can document the status of the resolution, provide progress updates, list the resolution activities that have been performed, and record the date on which the resolution is completed.



The screenshot displays the 'Resolution In-Progress' interface with the following sections:

- Finding Details:**
  - Finding Summary: Third party does not use 2FA
  - Team Initiating Finding: TPRM Team
- Resolution Details:**
  - Suggested Resolution Activities: 1) ... 2) ...
  - Resolution Owner: [Name]
- Resolution Status and Progress Updates:**
  - Resolution Status: Complete
  - Progress Update(s): [Text area with rich text editor]
  - Resolution Evidence: Drop Attachments or Browse Files
- Completion Details:**
  - Resolution Activities Performed: [Text area with rich text editor]
  - Completion Date: [Date picker]



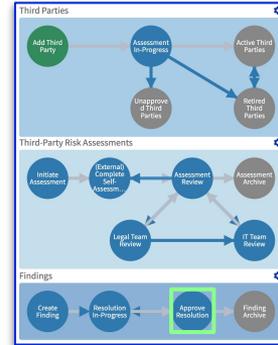
# Findings Workflow

## Approve Resolution

After a resolution is complete, the record moves to the 'Approve Resolution' Step.

In this Step, the third-party risk manager, legal reviewer, or IT reviewer can review the resolution. If the reviewer believes that the resolution requires updates, they can document the updates necessary and send the record back to the 'Resolution In-Progress' Step, where it is assigned to the resolution owner so that updates can be made.

If the reviewer is satisfied with the resolution, the manager can approve the resolution with an e-signature and submit the record.



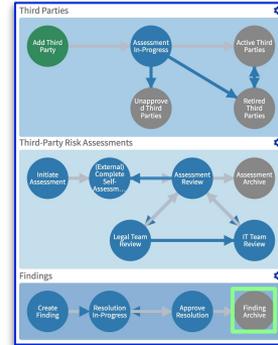


# Findings Workflow

## Finding Archive

Once a resolution is approved by the reviewer, it is routed to the 'Finding Archive.'

This Step acts as a repository for all findings and resolutions where they can be viewed for future reference. Descriptions of the finding, details of the resolution activities performed, and the details of approval are all available in this Step.



<h3>Finding Details</h3> <p><b>Finding Summary</b> Third party does not use 2FA</p> <p><b>Team Initiating Finding</b> TPRM Team</p>	<h3>Resolution Details</h3> <p><b>Suggested Resolution Activities</b></p> <ol style="list-style-type: none"><li>1) ...</li><li>2) ...</li></ol> <p><b>Resolution Owner</b></p>
<h3>Approval Status</h3> <p><b>Resolution Approval</b> The completed resolution is approved; no additional updates need to be made.</p> <p><b>Resolution Approver Signature</b></p> <p><input checked="" type="checkbox"/> I have reviewed and approve the completed resolution.</p> <p><i>Sarika Dewakar</i> 6/29/22 3:29 pm</p>	<h3>Approval Details</h3> <p><b>Additional Comments</b> —</p>



# Third-Party Risk Management

## Reports Overview





# Reports Overview

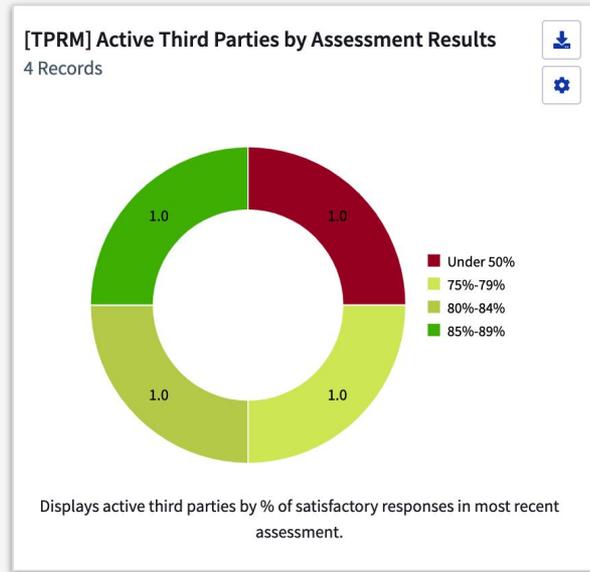


Figure 1: Active Third Parties by Assessment Results

## Table Reports

- Active Third Parties
- Retired Third Parties
- Unapproved Third Parties
- Active Third Parties Provisioned Org Info
- Assessment Results
- Assessment Results by Domain
- Assessments Requiring IT Review
- Assessments Requiring Legal Review
- Open Assessment Status
- Open Findings Summary

## Dashboards

- Third-Party Risk Dashboard
- Home Screen Dashboard

## Visual Reports

- # of Active Third Parties
- Active Third Parties by Assessment Results **(see Figure 1)**
- Findings by Resolution Owner
- Findings by Team
- Access to Org Data by Inherent Risk Tier
- Third Parties by Category and Assmt Results
- Third Parties by Cont Val and Assmt Results
- Third-Party Assessment Status
- Third Parties by Category
- Third-Party Finding Status
- Third-Party Findings by Finding Impact
- Third-Party Relationship Owners
- Upcoming Third-Party Reassessments