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Privacy Dashboard: Drive Performance through metrics

March 21, 2019

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Privacy Dashboard: Drive Performance through metrics

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Speakers

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Learning objectives

1	Illustrate the benefits of using privacy metrics

2	Construct privacy program operations into metrics and trends

3	Identify a storyline for reporting to management

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Agenda

1 Privacy Dashboard Overview

2 Utilizing Metrics and Key Performance Indicators

3 Managing the Privacy Dashboard
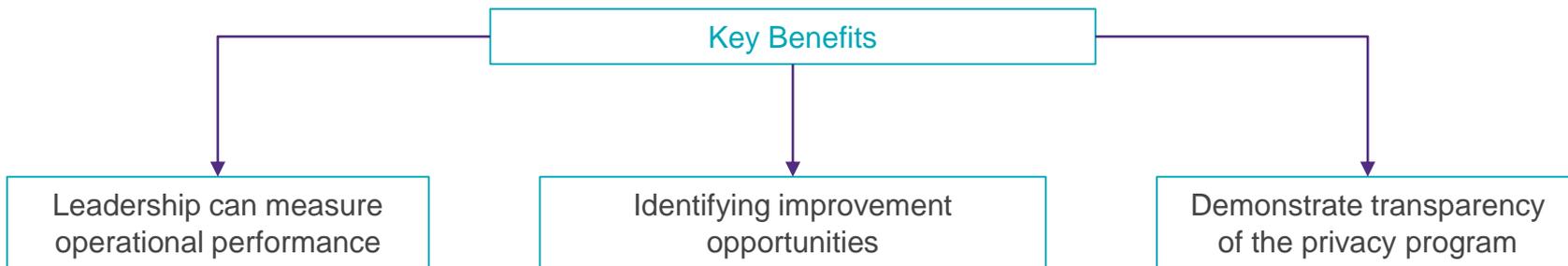
4 Privacy Dashboard Use Cases

5 Live Demo

6 Q&A

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Privacy Dashboard Benefits

This webcast will demonstrate the benefits of developing and maintaining a privacy dashboard. The privacy dashboard can be configured to highlight and expand upon key issues, open items, potential risks, and trending analysis. A maturing privacy program relies on metrics to demonstrate progress.

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                            │       Key Benefits        │
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Leadership can measure operational performance	Identifying improvement opportunities	Demonstrate transparency of the privacy program

Grant Thornton has developed a dynamic privacy dashboard utilizing industry leading business intelligence solutions to report on key privacy metrics. The drill-down capabilities allow management to gain insight into the health of the privacy program.

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Privacy Dashboard Introduction

The privacy dashboard has been created to enhance task maintenance, open item tracking, risk ranking, and trend analysis.
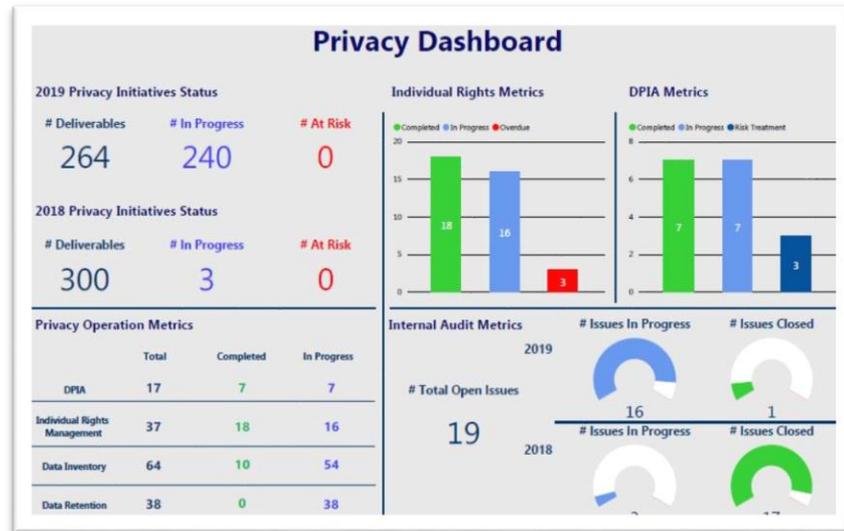
Our Approach

The privacy dashboard is an intuitive, one-stop shop to manage privacy program metrics. The platform allows for a detailed drill down of key operational and project based initiatives, as well as executive level reporting on overall health. All metrics are fully customizable to meet the needs of the organization.
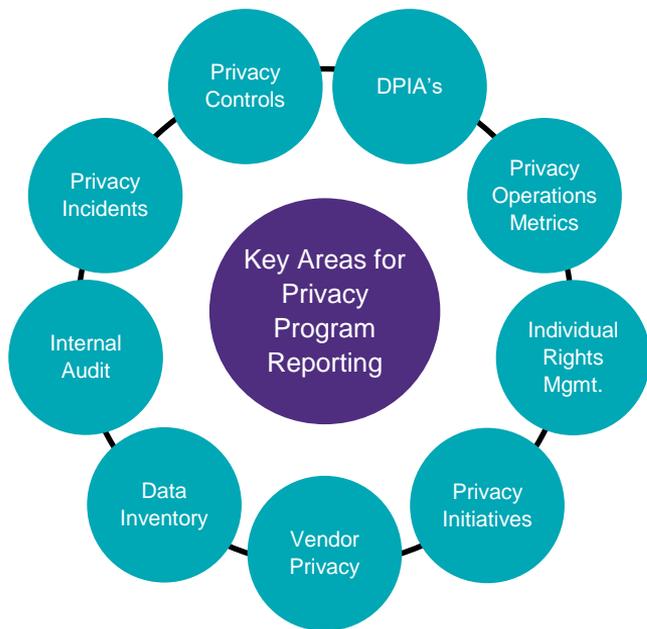
How Does it work?

All of the visualizations and insight are backed by your datasets Privacy program data can feed directly into the dashboard either manually or automatically by pulling data so it always contains the latest results. The Privacy Dashboard can be easily and conveniently shared between members of your organization and embedded into your applications or internal website.

Privacy Dashboard

2019 Privacy Initiatives Status

# Deliverables	# In Progress	# At Risk
264	240	0

2018 Privacy Initiatives Status

# Deliverables	# In Progress	# At Risk
300	3	0

Privacy Operation Metrics

	Total	Completed	In Progress
DPIA	17	7	7
Individual Rights Management	37	18	16
Data Inventory	64	10	54
Data Retention	38	0	38

Individual Rights Metrics
Completed, In Progress, Overdue — 18, 16, 3

DPIA Metrics
Completed, In Progress, Risk Treatment — 7, 7, 3

Internal Audit Metrics

Total Open Issues: 19
Issues In Progress: 16 (2019)
Issues Closed: 1 (2019)

Privacy Dashboard Introduction

The privacy dashboard has been designed and developed for the convenience of the users, as well as the necessary complexity to make it an effective and sophisticated analytics tool.

Key Areas for Privacy Program Reporting

- Privacy Controls
- DPIA's
- Privacy Operations Metrics
- Individual Rights Mgmt.
- Privacy Initiatives
- Vendor Privacy
- Data Inventory
- Internal Audit
- Privacy Incidents

Dashboard Capabilities

Each Dashboard provides:

- Ability to drill down into specifics in your data, or view it all from an organization wide view, enabling management to gain vital insights into the health of the privacy program

- Insights from the privacy team at Grant Thornton, which leverages years of experience to work to not just define key performance and risk indicators; but indicate how to best grow the program

- Tailored results, showcasing actionable items that intuitively allow for privacy performance and risk tracking across your organization

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Utilizing Metrics and Key Performance Indicators

Identifying and selecting appropriate metrics and KPIs allows organizations to effectively analyze their performance.

Identifying metrics and KPIs

1) Define company's core business objectives

   • First, you must establish what areas need improvement and what results the organization needs to achieve

2) Setup strategy to achieve these objectives

   • By creating plan of action, with detailed tasks, you can select metrics that measure the performance of these tasks

3) Find metrics that directly correlate to the success of the objective

   • The metrics to select are the measureable to monitor the success of the selected strategy
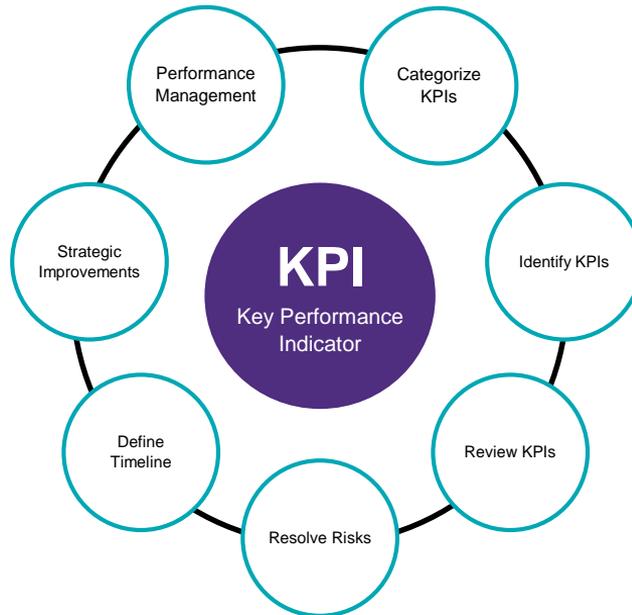
Benefits of metrics and KPIs

1) Improving Tracking and Monitoring

   • Metrics provide measurable results in various business functional areas

   • The dashboard allows for real-time adjustments

2) Early Problem Spotting

   • Trends and analysis of metrics allow users to spot potential problems quickly

3) Driving Business Execution

   • The live dashboard summary provides users the tools to promote performance consistency and produce consistent outcomes

Utilizing Metrics and KPIs

As a company matures and the business environment shifts, it's critical to formalize KPIs. This benchmarking tool should reflect a company's and/or individual department's goals, and include metrics that are quantifiable and actionable.

Building the KPI program

Establish a KPI owner
- The owner makes decisions based on KPI value

Review historical performance when setting goals
- Establish a benchmark to improve upon

Consider the big picture when setting goals
- Set realistic goals using percentages and ratios

Set guardrails and review trends
- Identify the lowest acceptable performance values

- Lack of alignment with internal groups
- Disagreement on goal priorities
- Lack of accountability and ownership

Pain points to avoid

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Managing the Dashboard

The Privacy dashboard can be extremely useful to an organization. However, if it is not managed properly, the dashboard will not perform at its maximum capacity and will not be as effective as possible.

Assign owners for metrics and KPIs to individually manage each facet

Hold recurring meetings to discuss the performance of the organization, based on dashboard metrics

Constantly **update the dashboard** with new data and information

How to most effectively manage the dashboard

Use the dashboard tracker capabilities to monitor the status of on-going and open tasks

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Managing the Dashboard Backend

Maintaining the backend of the dashboard is just as important as the frontend. The backend is where the data is inputted and allows for incorporating data from different sources.

Importance of the backend

- All visualizations and insight are backed by your datasets

- Datasets are derived from data sources currently existing in your organization

- Data can be pulled from disparate sources and consolidated into one centralized location (the Privacy Dashboard)

- Updates can be automated for quick and easy access to the latest metrics. Updates can even be refreshed live depending on the data source your organization utilizes.

- Dashboard can be easily and conveniently shared between members of your organization

- Dashboard can be embedded into your applications or internal website
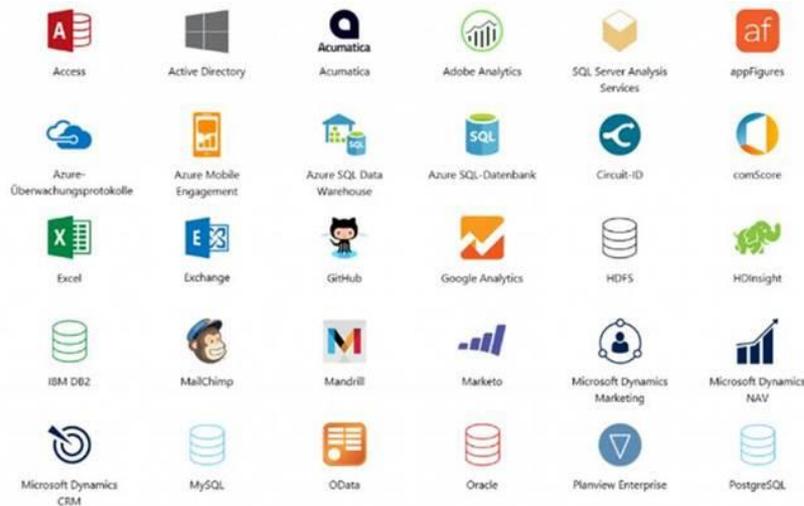
The Privacy Dashboard can leverage data from a plethora of sources

Privacy Dashboard: Use Cases

Highlighting real use cases is the best way to depict how this privacy dashboard can be the most beneficial to its users. The final result is an understandable and concise presentation for regulators and internal leadership alike, providing clear guidance on next steps to take.

Tracking Individual Rights Requests

Users can utilize the dashboard in the case of received inquiries. Users can input active inquiries into the dashboard, where it tracks the ongoing status of the request. The dashboard can show the active inquiry and has a 30 day countdown from the date of receipt. This allows the users to track where the inquiries are during the 30 day response window, and prioritize the inquiries that are close to the end of the time period.

Reporting on Privacy to Leadership

Privacy programs need to update their boards and audit committees on overall compliance to regulatory requirements. The dashboard provides a baseline to demonstrate meeting those requirements. The dashboard also creates visual depictions that can be leveraged for all types of reporting. Simplifying and streamlining reporting will support management's understanding of the program.
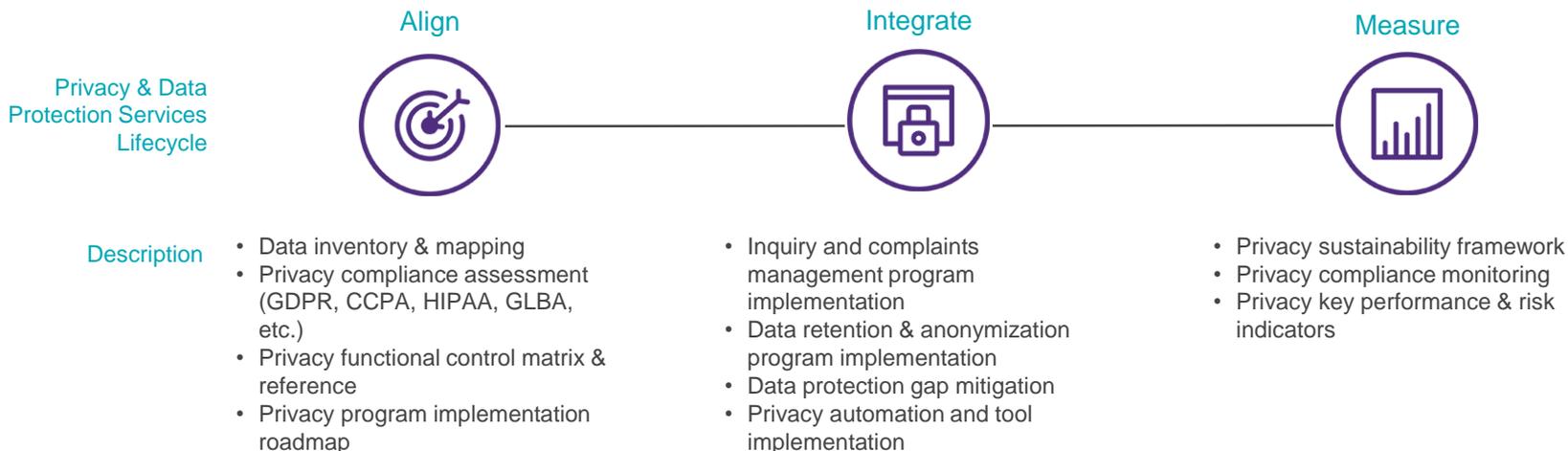
Privacy Program Monitoring & Optimization

The privacy dashboard has trending and analysis functionality as well. As data surrounding deliverables is inputted and updated, the dashboard can provide performance trending and analysis to depict how the organization is functioning. This will allow the user to see if the organization is consistent and on track, if there are issues in certain areas, and if there are areas that need improvement.

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Grant Thornton's Services

We utilize a three-prong approach to help our clients to align, integrate and measure (AIM) privacy and cyber risk outcomes. This helps our clients to make informed decisions about their business strategy, to develop an integrated privacy and data protection strategy and to implement comprehensive solutions to manage privacy risks.

Align   Integrate   Measure

Privacy & Data Protection Services Lifecycle

Description

- Data inventory & mapping
- Privacy compliance assessment (GDPR, CCPA, HIPAA, GLBA, etc.)
- Privacy functional control matrix & reference
- Privacy program implementation roadmap

- Inquiry and complaints management program implementation
- Data retention & anonymization program implementation
- Data protection gap mitigation
- Privacy automation and tool implementation

- Privacy sustainability framework
- Privacy compliance monitoring
- Privacy key performance & risk indicators

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Questions?

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