



Data Accuracy, Risk Management for US-based Loyalty & Marketing Services

Client

The client is a US-based Loyalty & Marketing Services Corporation. It is the engine behind loyalty and marketing campaigns for consumer-facing companies worldwide across all industries.

Challenges

- The client maintains applications and servers information through an Archer tool as checklists for audit purposes.
- It was desired to create a custom application on ServiceNow to cater to all audit related information of applications / servers information, thus eliminating the license cost for Archer.

LTI Solution

- LTI developed "Risk Assessment Checklist" custom application catering to
 - Periodic checks across applications for all the terminated users
 - Quarterly checklists to track user roles and access on each application
 - Annual checklists to ensure the security settings are compliant to the organizational standards
 - RADs to track the risk acceptance and remediation timelines
 - Servers checklists to ensure up-to-date Servers and their owners' information
- The application also triggers scheduled jobs for timely execution of the checklists.
- The application has approval mechanism to ensure the data accuracy.
- The application maps the custom process to maintain RADs (Risk, Acceptance & Decisions) with a joint decision from auditor, security group and risk owners.
- Notifications for assignments, approvals, completions and reminders are auto-generated to respective stakeholders to adhere to timelines.

Business Benefits



30%

improved
user roles risk
management



40%

improved
risk
management



50%

increased
uptime



90%

data accuracy through
approvals & checks

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