tis HOLDINGS (PTY) LTD
Leaders in Corporate Advisory Services

Most innovative in GRC technology 2018/19

Business Resilience Solution for SA Public Sector Organisations and SOE's

Assisting public sector organisations navigate crisis' and boost business resilience

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In collaboration with

RUBIQ
Guideline BizTech (Pty) Ltd

Who are we

TIS HOLDINGS was founded in 1993 as a training and recruitment entity. In 2004 a new ICT consulting division was established to fill what we perceived as a gap in the local South African information quality and management marketplace. Today, TIS HOLDINGS is a company with extensive skills and expertise that are deployed to provide an array of specialist strategic consulting services, training and recruitment to the broader public and private sector clients

100% black owned and managed

We always strive to comply with both the Labor Relations Act and the constitution of the Republic of South Africa which prohibit all forms of discrimination in the workplace

TIS HOLDINGS is collaborating with Guideline Biztech, through their GRC software platform **RUBIQ**, to deliver a unique and value adding managed service offering focused on the South African Public and Private Sectors covering a multitude of key risk and compliance areas for organisations:

Public Sector Compliance (PFMA & MFMA) | IT Risks and Governance | Information Privacy | Information Security | Directors Duties | Enterprise Governance Risk and Compliance

1 The Solution at a glance

Assisting the Public sector through the COVID-19 pandemic and beyond

COVID-19 is changing our world and the way both governments and business need to respond

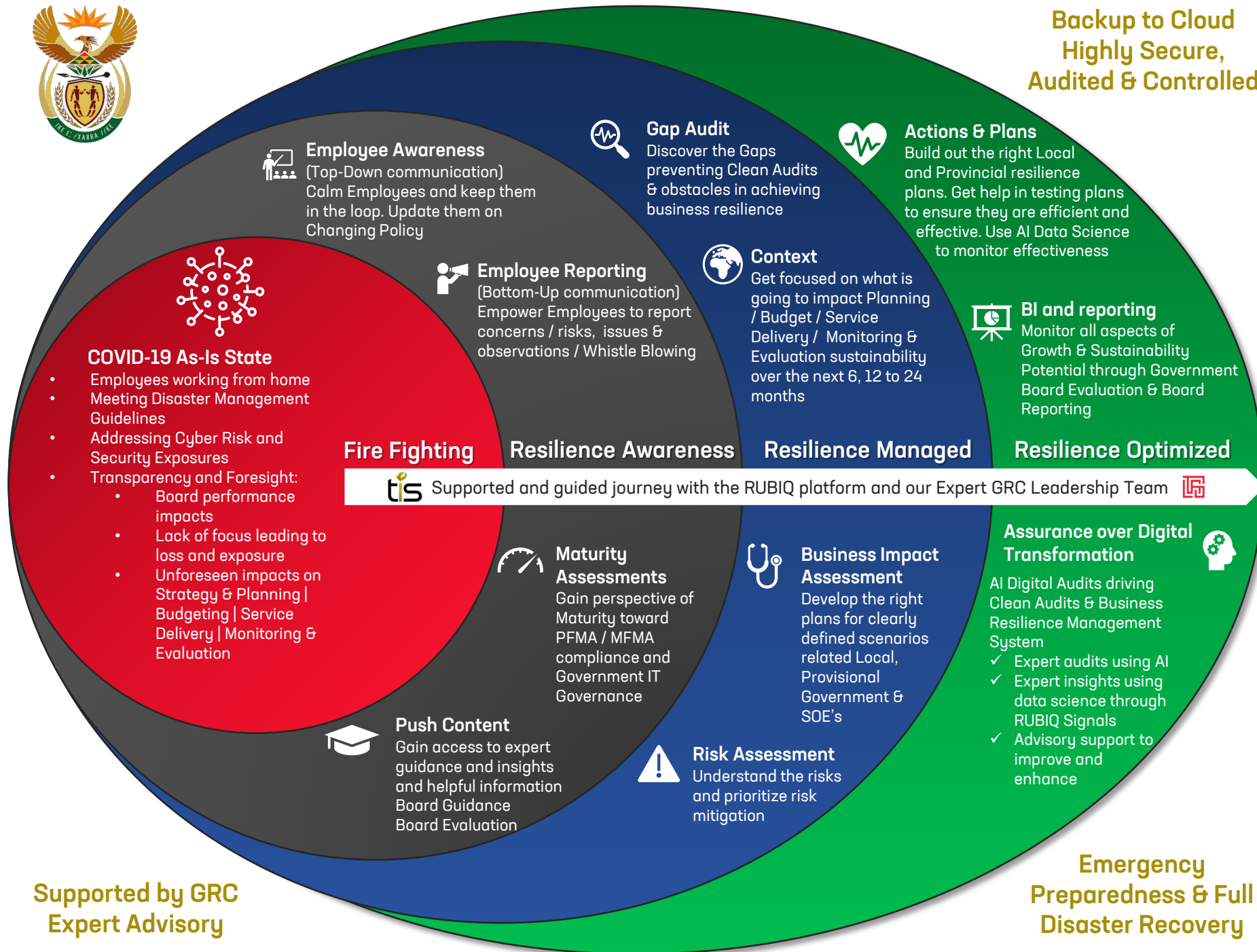The RUBIQ Business Resilience Solution will take you on a stepped and guided approach from

Fire Fighting
to
Resilience Optimised

Offering RSA Public Sector Clients & SOEs an expert assisted and supported journey toward:

- Digital Transformation and Automation
- Business Continuity
- Clean Audit (PFMA / MFMA)
- Rapid updating of Policy and Procedures to align to announcements made out of COVID-19 Impact
- Crisis and incident management

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Backup to Cloud Highly Secure, Audited & Controlled

Employee Awareness
(Top-Down communication) Calm Employees and keep them in the loop. Update them on Changing Policy

Gap Audit
Discover the Gaps preventing Clean Audits & obstacles in achieving business resilience

Actions & Plans
Build out the right Local and Provincial resilience plans. Get help in testing plans to ensure they are efficient and effective. Use AI Data Science to monitor effectiveness

Employee Reporting
(Bottom-Up communication) Empower Employees to report concerns / risks, issues & observations / Whistle Blowing

Context
Get focused on what is going to impact Planning / Budget / Service Delivery / Monitoring & Evaluation sustainability over the next 6, 12 to 24 months

BI and reporting
Monitor all aspects of Growth & Sustainability Potential through Government Board Evaluation & Board Reporting

COVID-19 As-Is State
- Employees working from home
- Meeting Disaster Management Guidelines
- Addressing Cyber Risk and Security Exposures
- Transparency and Foresight:
  - Board performance impacts
  - Lack of focus leading to loss and exposure
  - Unforeseen impacts on Strategy & Planning | Budgeting | Service Delivery | Monitoring & Evaluation

Fire Fighting   **Resilience Awareness**   **Resilience Managed**   **Resilience Optimised**

tis Supported and guided journey with the RUBIQ platform and our Expert GRC Leadership Team

Maturity Assessments
Gain perspective of Maturity toward PFMA / MFMA compliance and Government IT Governance

Business Impact Assessment
Develop the right plans for clearly defined scenarios related Local, Provisional Government & SOE's

Assurance over Digital Transformation
AI Digital Audits driving Clean Audits & Business Resilience Management System
- ✓ Expert audits using AI
- ✓ Expert insights using data science through RUBIQ Signals
- ✓ Advisory support to improve and enhance

Push Content
Gain access to expert guidance and insights and helpful information Board Guidance Board Evaluation

Risk Assessment
Understand the risks and prioritize risk mitigation

Supported by GRC Expert Advisory

Emergency Preparedness & Full Disaster Recovery

Ensure Business Resilience through the COVID-19 pandemic and beyond

COVID-19 is changing our world and the way we do business

Significantly enhance your business resilience and sustainability through RUBIQ by enabling:

High impact organisation wide communication in a form that ensures engagement and accountability
(emails don't do the job anymore)

Reporting lines and data collection and classification

In-depth maturity assessment leading into a gap audit and remedial action plan process

Implement a business resumption plan

Implement robust risk management processes, controls and reporting

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We are here is here to help

Our world has changed significantly over the past few weeks as the COVID-19 pandemic sinks it's teeth further and further into the health system, our economy and the way we manage and run our businesses.

Business leaders and business owners are faced with uncertainty and heightened levels of risk in their organisations. The resultant pressures of the pandemic come in many forms:

- The workforce having to work from home
- Cyber threats
- Connectivity challenges
- Supply chain failures
- Drop in sales / issue collecting receivables
- Information privacy breaches

These and many other pressures threaten to significantly disrupt business and will result in many organisations failing.

It is in times like this that leadership and business resilience is truly tested.

As a Proudly South African Company and a truly entrepreneurial business we have been working hard to make available, to public sector organisations of all shapes and sizes, our Business Resilience Solution at far reduced rates, for a 3 month period commencing April 2020.

In order to properly service our clients we do need to incur a wide variety of expenses and in order to ensure our own sustainability we cannot offer our solution for free. If you would like to find out more about the solution and our special pricing please get in touch with us through our website or email us at:

info@rubiqbiz.com

Business Resilience Solution

Workstream 1

- Maturity Assessment
- Employee Awareness (Top-Down communication)
- Employee Reporting (Bottom-Up communication)

Workstream 2

- Gap Audit
- Business Impact Assessment
- Risk Assessment
- Business Resilience Plan Test + Assurance

Outcomes

FIND OUT WHERE YOU ARE NOW

Clear understanding of organisational maturity in relation to critical components of a robust approach to business resilience.

Informed and empowered employee base, armed with the latest COVID-19 knowledge, precautions and developments. Employees are informed and accountable on critical company policy – read, attest and monitor functionality.

Management decision making enhanced and empowered through reporting of issues and incidents by employees on the ground.

FIND OUT WHERE YOU WANT TO BE AND GET THERE

Through our guided approach your organisation will build out a fit-for-purpose plan.

Understand what could go wrong and where, how to manage it when it does and what your thresholds are. Proactively plan and manage for every eventuality.

Your not alone in this. Leverage off of our extensive experience with access to rich content, libraries and templates as well as access support through our projects team and subject matter expert network.

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Business Resilience Managed Service Solution

2 Solution breakdown

Knowledge is Power

Empower your employees by placing the RUBIQ functionality on their phones or laptop.

Keep them informed
Keep them accountable
Keep them safe

Rapidly identify your business resilience state of maturity

Access a wide volume of relevant content and push it organisation wide

RUBIQ

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Workstream 1 | Enable 2-way communication + push content + access as-is maturity:

WHAT:	WHY:	HOW:

Employee Awareness (Top-Down communication)

Employees need to be informed about what is happening out in the world as well as how your organisation is responding. They need to understand policy and process for things such as working at home or acceptable use of assets or working through a VPN.

RUBIQ Mobile App and Web Platform
- Rapid deployment to the full employee base or allocated groups, through their mobile phones
- Push awareness campaigns in the form of videos, PDFs, pictures, audio or links.
- Push them policy and monitor if they have read it
- Push them tests to ensure they understand relevant material
- Email and app notifications

Employee Reporting (Bottom-Up communication)

A dispersed workforce needs the appropriate tools to report issues / concerns / incidents to management. Management needs a mechanism to receive, categorise, escalate, monitor and quickly remedy issues. Live and relevant data empowers management to act quickly and decisively and keep a finger on the pulse of the organisation right to the lowest levels.

RUBIQ Mobile App and Web Platform
- Employee can report and categorise issues / incidents / non-conformances / issues
- Reporting line and organisational structure based
- Email notifications
- Extensive business intelligence for monitoring and reporting
- Link incidents and issues to risks and route causes to build out informed, relevant and up-to-date risk registers

Maturity Assessment

How mature is your organisation when it comes to business resilience and the many critical areas within it? It's important to understand what you have in place and what is missing based on industry best practices and leading world standards. Do you even know where to begin?

Rapid on-line RUBIQ Maturity Assessments
Business Continuity | Operational Controls Approach | Process and Policy Compliance Risk | Communication | Leadership | Policy and Process | Information Privacy | Information Security | Cloud Readiness | Cyber Risk
- Rapidly deployed
- Detailed insights of what your gaps are and what you are doing well
- Enables a focused and prioritized approach to improving maturity

Push Content

In order to implement and execute robust business resilience processes and controls you need to build out a significant volume of content - from awareness campaigns to guides to policies and procedures to action plans and scenarios.

RUBIQ Management Platform Content
RUBIQ is not a blank canvas and comes with a significant volume of content built by industry experts and in-line with best practices.
- Extensive policy templates
- Employee awareness campaigns
All easily modified to fit your organisation

COVID-19 focused content (and we're adding new content all the time)

General COVID 19 Guides
- Covid-19 e-Book
- Covid19- FAQ's
- Government Gazettes
- What can and cannot be done during the Nation-wide lockdown
- Door to door testing – what you need to know

Data Privacy
- Privacy and Security Awareness
- Privacy Security Guide

Relevant Policy Templates
- Remote work
- Business continuity management strategy
- Business resumption plan – global pandemic
- Code of conduct
- Access management
- Reporting issues and incidents
- Privacy and security
With more in the works and to be released shortly

Fluxmans Podcasts
- Tough times No Work No Pay – Legal opinion and best guidance
- Hard time Business Closure – Legal guide
- Rough Times Money Worries – Dealing with bills and potentials of lost revenues / opportunities
- Contracts Cancellations & Confusions - Impact of Covid-19 what can you do?

Guidance written by our Subject Matter Expert Network
- Can the Consumer Act help you get a refund
- Advice to Directors and Boards of Directors of companies facing illiquidity as a result of the Coronavirus
- Rights of the Employer in the face of the Coronavirus
- COVID-19 & national shutdown 2020: Force majeure and the legal effect on commercial contracts
- Benefits available to employees arising from COVID-19

Workstream 2

Robust Business Resilience

Significantly enhance your business resilience maturity through a stepped approach

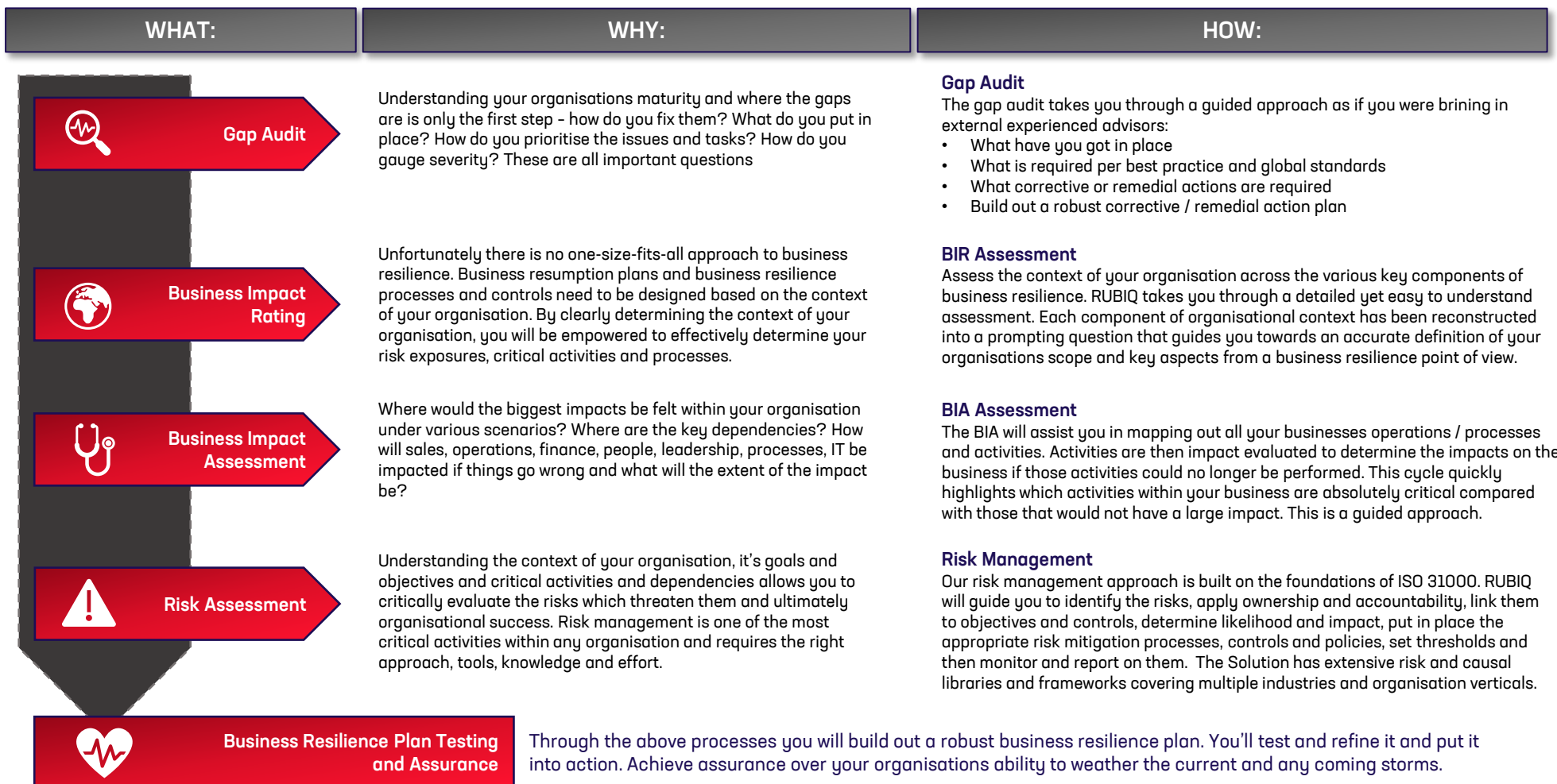**Each step is guided and rich with content**

Implement comprehensive risk assessment and management

Monitor and report through extensive business intelligence capabilities

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WHAT:	WHY:	HOW:

Gap Audit

Understanding your organisations maturity and where the gaps are is only the first step – how do you fix them? What do you put in place? How do you prioritise the issues and tasks? How do you gauge severity? These are all important questions

Gap Audit
The gap audit takes you through a guided approach as if you were brining in external experienced advisors:
- What have you got in place
- What is required per best practice and global standards
- What corrective or remedial actions are required
- Build out a robust corrective / remedial action plan

Business Impact Rating

Unfortunately there is no one-size-fits-all approach to business resilience. Business resumption plans and business resilience processes and controls need to be designed based on the context of your organisation. By clearly determining the context of your organisation, you will be empowered to effectively determine your risk exposures, critical activities and processes.

BIR Assessment
Assess the context of your organisation across the various key components of business resilience. RUBIQ takes you through a detailed yet easy to understand assessment. Each component of organisational context has been reconstructed into a prompting question that guides you towards an accurate definition of your organisations scope and key aspects from a business resilience point of view.

Business Impact Assessment

Where would the biggest impacts be felt within your organisation under various scenarios? Where are the key dependencies? How will sales, operations, finance, people, leadership, processes, IT be impacted if things go wrong and what will the extent of the impact be?

BIA Assessment
The BIA will assist you in mapping out all your businesses operations / processes and activities. Activities are then impact evaluated to determine the impacts on the business if those activities could no longer be performed. This cycle quickly highlights which activities within your business are absolutely critical compared with those that would not have a large impact. This is a guided approach.

Risk Assessment

Understanding the context of your organisation, it's goals and objectives and critical activities and dependencies allows you to critically evaluate the risks which threaten them and ultimately organisational success. Risk management is one of the most critical activities within any organisation and requires the right approach, tools, knowledge and effort.

Risk Management
Our risk management approach is built on the foundations of ISO 31000. RUBIQ will guide you to identify the risks, apply ownership and accountability, link them to objectives and controls, determine likelihood and impact, put in place the appropriate risk mitigation processes, controls and policies, set thresholds and then monitor and report on them. The Solution has extensive risk and causal libraries and frameworks covering multiple industries and organisation verticals.

Business Resilience Plan Testing and Assurance

Through the above processes you will build out a robust business resilience plan. You'll test and refine it and put it into action. Achieve assurance over your organisations ability to weather the current and any coming storms.

Rich content across Workstream 2 with the Management Platform

The Solution has been designed in partnership with leading subject matter experts and based on over 100 years of combined experience in the governance, risk and compliance advisory space. The approach is to combine advisory, technology and content into one platform which effectively offers a managed service to clients across a breadth of industries and of any size. Across all aspects of the journey you will have access to our expert project management and advisory team to help guide you and answer your questions.

Implementing the Business Resilience Solution, in our phased and supported approach, will give you access to a significant volume of rich content including:

- Template business resumption plan
- Extensive policy templates
- Risk and causal libraries

- Guides and narratives covering a wide selection of standards and legislation
- Awareness campaigns, including videos, blogs and podcasts
- Access to Subject Matter Experts through live chat

Issue & Crisis Management Quick Reporting and Business Resumption Plan (BRP) Accessibility

1 Instant Issue / Crisis Reporting through RUBIQ Mobile

2 Immediate FYI Notification to IM Team Members

3 Issue / Crisis Validation & Severity classifying

4 Full Case Management with immediate BRP Access

5 Statistical Dashboards, Trend Forecasting & Warning Trend Signals

Additional to Immediate Crisis Handling, the Solution caters for full BCP requirements, closely aligned to ISO 22301

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## 1. Instant Issue / Crisis Reporting through RUBIQ Mobile

An issue or crisis event can be reported by anyone, anywhere through the use if the RUBIQ Mobile App.

It can be easily rated as a Crisis using the Severity Grading Indicators.
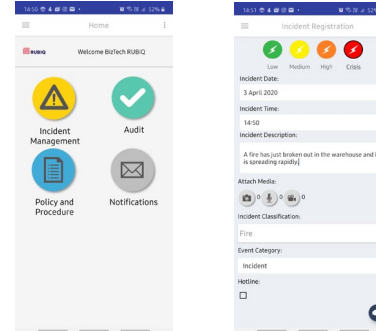
2. Immediate FYI Notification to IM Team Members

A recipient list can be created for FYI notifications on possible Crisis situations. Customised crisis level descriptions are defined by the company
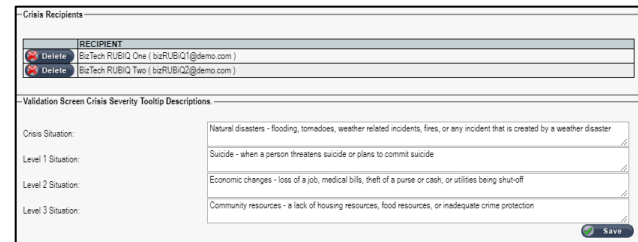
3. Issue / Crisis Validation & Severity classifying

It is key to validate a potential crisis report. RUBIQ will automatically mark it as a crisis event based on the severity grading indicator. The validator can make use of Crisis Severity Classification Levels and each level will display the company defined descriptions from point 2. ensuring that events are accurately classified and necessary actions can take place.
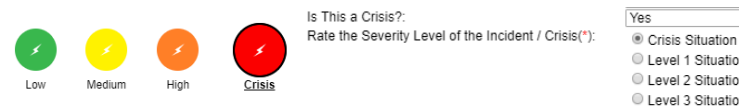
4. Full Case Management with immediate BRP Access

RUBIQ allows immediate access to all configured BRP's. The system will notify you of the status of the BRP so you are aware if it is unexercised or unapproved, but even part of a BRP is better than no BRP. Implementing a structured workflow approach to crisis management will aid in ensuring no steps are missed or actioned inappropriately and it encourages a controlled and organised approach to a stressful situation.
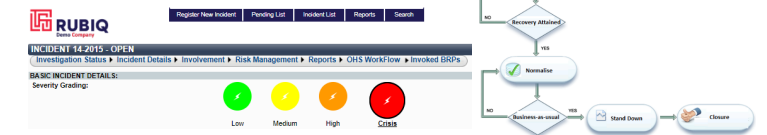
5. Statistical Dashboards, Trend Forecasting & Warning Trend Signals

Customisable dashboards can be created for collective viewing across the entire organisation. High risk issue / event types, ones with possibilities to lead to a crisis can be trend forecasted and tracked with configurable performance measuring signals, allowing you to be informed of possible crisis event before they even turn into a crisis!
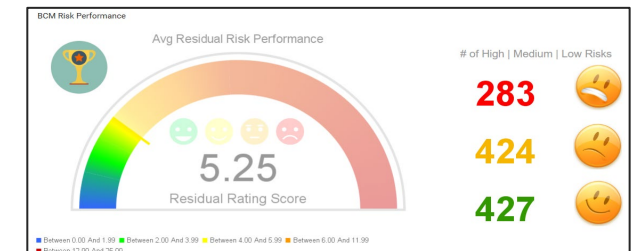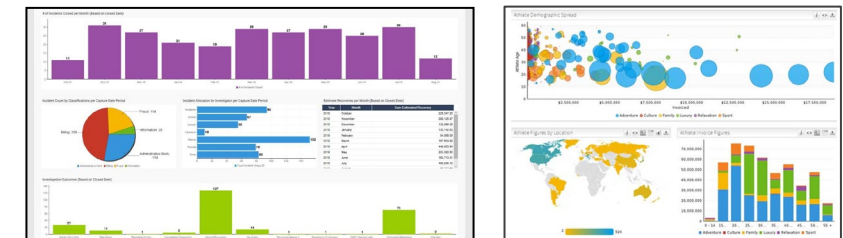
Sample of add-on services / solutions available

RUBIQ Management Platform

- Policy and Procedure
- Business Continuity Management
- Risk Management
- Audit
- Performance Management
- Incident and Issue Management
- Business Intelligence
- Legal Registers

RUBIQ AI Auditor

- In partnership with a leading South African AI company we have designed RUBIQ models to effectively audit IT controls and policy and procedure as if a human auditor were carrying it out.
- We are also able to offer internal expert modelling, meaning we can digitalise one of your own experts to carry out mundane and time-consuming transaction level activities such as classifications, identifying potential route causes, risk linking and recommended actions – think health and safety incidents or fraud and forensics.

RUBIQ Alignment, Certification and Attestation Readiness Programmes

- Information Privacy (PoPIA and GDPR)
- Information Security (ISO 27001)
- Public Sector Compliance (PFMA and MFMA)
- Enterprise Governance, Risk and Compliance
- Directors Duties

Full advisory services

- We offer full advisory services, delivered utilising the RUBIQ platform, and cover key GRC verticals such as Enterprise GRC, Cyber Risk, Cloud Readiness, IT Risks and Governance, Information Privacy, Information Security, People GRC, Public Sector Compliance, Liquidity Review and Cashflow Forecasting.

Vulnerability and Threat Assessments

- Network Discovery
- Anomaly Detection
- Vulnerability Analysis
- Risk Identification / Evaluation

Contact us for a full list of RUBIQ functionality, modules, contents, tools and services

3 Business Continuity Management

Detailed Journey

THE BCM JOURNEY

The Solution offers an end to end Business Continuity Management Suite. Steps 1 – 5 depict the activities necessary for complete continuity readiness, making your business more prepared and resilient when exposed to crisis situations.

Business Impact Rating (BIR)

1

Defining your BCM Scope

Assessing the context of your organisation across the scope of BCM, is a crucial step in accurately determining your continuity parameters & within larger organisation this stage will more easily identify key sites where continuity requirements are critical vs those that don't have a full BCM need.

Risk Assessment

2

Evaluation your BCM Risks & effected Objectives, Operations, Vendors and more

An ISO 31000 aligned risk evaluation, aids in effectively determining possible BCM scenarios through risk identification. By associating risks to effected content, one can determine a more accurate evaluation of impact to the business.

Business Impact Rating (BIA)

3

Know what activities may be critical to your business & the impacts if they can't be performed

How can you ensure business resilience and continuity, if you don't know which activities are critical? Through the BIA activities are impact assessed, associated with all their dependant systems & risk evaluated to clearly depict those that are critical.

Business Continuity Plan (BCP)

4

It's all in the Planning

Your entire Business Continuity Plan can be documented through a step by step feature within the platform. Each section will ensure that no content is missed, encouraging thoroughly detailed planning for all possible crisis scenarios. (Immediate Contacts, Sites, IM Teams, Vendors, Resources Required, IT Systems)

Business Resumption & Recovery Plan (BRP)

5

Everything needed to Resume business as quickly as possible & then Recover to a point of Business-As-Usual

RUBIQ Combines the Resumption & Recovery plans into a structured activity workflow. Aiding toward better preparedness, with documented activities for each step, easily referencing content from the BCP and even constructing ready to use email communications.

THE BCM JOURNEY

Ensuring your business's readiness is viable, is crucial in ensuring effective continuity management. Steps 6 – 10 depict the necessity of practical drilling, not just a table top procedure and how this leads to the capable handling of issue / crisis situations, should they arise.

BRP Exercising / Drills
6

Realistic Exercising and Drilling

The Solution Motivates an 'as realistic as possible' approach to exercising & drilling the BRP's. Exercises/Drills are scheduled directly within the tool, all participants are automatically notified of the scheduled exercise and will be reminded on the day of the exercise, this includes any third parties (clients, vendors). The platform auto reports an simulation crisis where all crisis actions can then be drilled.

BRP Approval
7

BRP Approval can only take place on a successfully exercised BRP

All BRP's have an auto assigned status, with the final status of Approved. Only successfully exercised BRP's can be sent for approval. A BRP's status is raised when it is invoked on an issue / crisis report (unexercised, unreviewed, approved).

Issue / Crisis Reporting & instant IM Team Notification
8

Easy Reporting capability and immediate FYI notification

Potential Issue / Crisis events can be easily reported through any platform & from any location with internet connectivity.
A pre-determined list of Crisis Recipients will receive initial FYI notification of a Potential Issue / Crisis.

Issue / Crisis Validation
9

Before unnecessary action is taken validate a potential issue / crisis

An important step to ensure there are no false alarms. At this point only the initial Crisis Recipients & the designated validator are informed so that the correct routings can be established to trigger the succeeding notifications.

Issue / Crisis Resolution through BRP Access
10

Invoke the most accurate BRP to Resume business as quickly as possible & then Recover to a point of Business-As-Usual

Get direct access to your combined Resumption & Recovery plans and the structured activity workflow. Work systematically through each documented activity, issuing the ready to use email communications or trigger adhoc email comms when needed.

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THANK YOU

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