

Outsourcing Management

The Maestro-Solution for Outsourcing Management consists of a collection of Maestro-Templates which are designed to manage, control and evidence each part of your Outsourcing Management control:

- Initiation comprehensive due diligence on outsource service providers
- **Monitoring** periodic verification of due diligence and performance review
- **Exceptions** investigate service issues and report regulatory breaches
- **Regulatory** maintain required records and make necessary reports

INITIATION Identify required services, assess regulatory impact & permissions, obtain Board approval, undertake due diligence including ability to manage regulatory requirements, negotiate contract.	MONITORING Design a monitoring program, including self compliance and reporting, KPIs and regulatory service level delivery and reporting to the Board and Reguators.
REGULATORY Various regulatory requirements including obtaining regulatory prior approval for outsourcing, preparing records to evidence initial due diligence, monitoring and ongoing compliance.	EXCEPTIONS Identifying exceptions to service level regulatory requirements and KPIs, resolving issues and determining further actions, including reporting to regulators.

Fast & Flexible

Download pre-set Maestro-Templates to cover the outsourcing requirements of different regulators with an option to customize to meet your own specific requirements or build your own.

- Download use Maestro-Templates prepared to meet best practice standards by Dynamic-GRC
- Build prepare customised Maestro-Templates based on specific contracts signed with vendors
- **Copy & Edit** use downloaded or self built Maestro-Templates and edit to specific requirements

Key Features

Powerful inbuilt security and internal controls to efficiently manage and evidence your GRC environment:

- **Targets** apply control to outsourced services, service providers, regulatory rules
- Incident Identification rule based or manual assessment
- Incident Assessment manual classification with reason of breaches and non-breaches
- Responses text, dates, numbers, single select, multi select, attach.....



Outsourcing Requirements

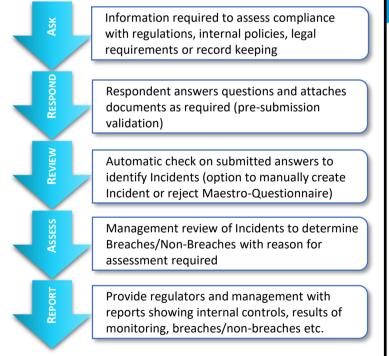
GRC-Maestro supports your outsourcing regulatory requirements across regulators.

The platform functionality is generic, specific checks and controls are built into your Maestro-Templates:

Regulatory

- EU: MiFID Directive 2004/39/EC
- IRE: UCITS Notices Annex II
- LUX: CSSF 12/552 and ALFI Guidelines
- MYS: SC Outsourcing Guidelines
- RSA: FSB Outsourcing Directive
- SGP: MAS Guidelines on Outsourcing
- UK: FCA General Outsourcing Requirements

Ask, Respond, Review, Assess and Report



MAS - Register of Outsourcing Arrangements for Target: Investment management		
SUBSTITUTABILITY		
O. Select the substitutability of the service providers - if not substitutable provide details in Question AA.*		
•	Service provider substitutability *Service provider only	
P. Has an alterative service provider been identified?*		
•	Alternate service provider has been identified "Service provider only	
OUTSOURCING CONTRACT		
Q. When did the outsourced service contract start?*		
a	Service commencement date (YYYYMMDD)	
R. When was the outsourced service contract last renewed?*		
	Last contract renewal date (where applicable) (YYYYMMDD) "Service provider only	
S. When does the outsourced service contract expire?*		
Ē	Service expiry or next contract renewal date (YYYYMMDD) "Service provider only	

Contacts

Australia & New Zealand: +61 2 8006 5008 Singapore: +65 9385 7455 UK & Ireland: +44 20 3286 0800 USA: +1 617 401 8009 Web site: www.dynamic-grc.com

Email: info@dynamic-grc.com

LinkedIn: https://www.linkedin.com/company/dynamic-grc