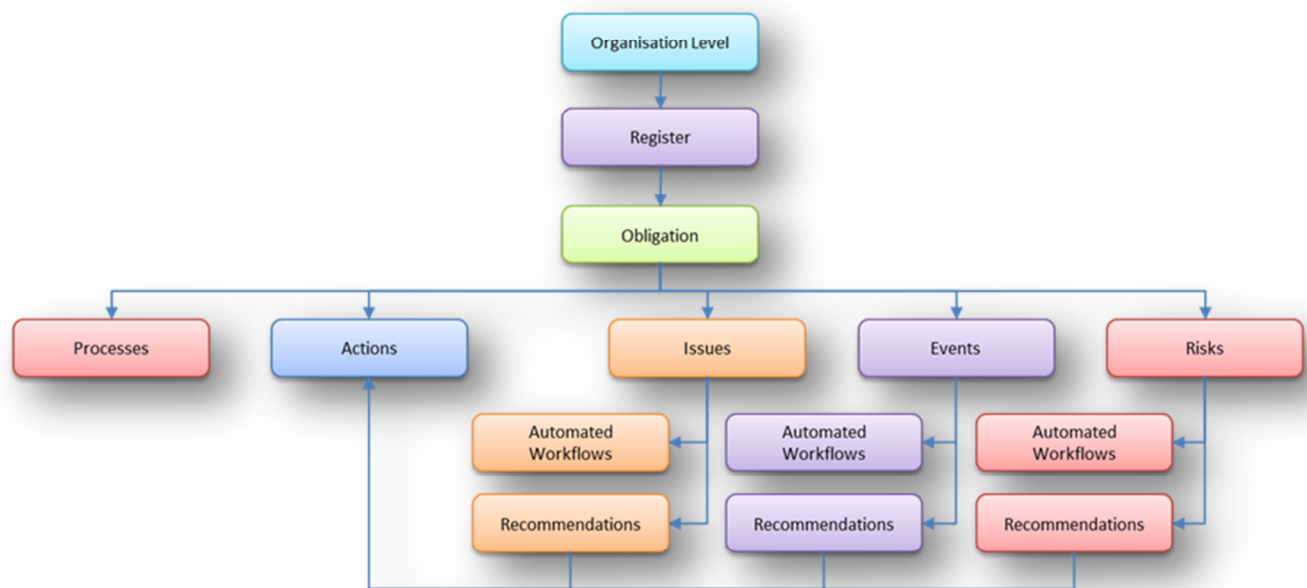


PulseGovernance®

Introduction

PulseGovernance® facilitates easier management of processes, customs, policies, laws, and institutions which have impact on the way an organisation is controlled. PulseGovernance® enables the nature and extent of accountability of people in the business, and mechanisms that try to decrease the principal-agent problems to be defined and monitored in real time. The PulseGovernance® 'model of governance' can be depicted as follows:

Figure 1 – PulseGovernance® Model



Organisation Levels

The organisation structure can be modelled in PulseGovernance® to provide a tree structure in which governance registers can be created. This tree structure is customisable by the client and acts as a navigation function to enable as much or as little of the governance content to be viewed.

When the Corporate level is selected and the register will display all the obligations within the child levels below, i.e. the following register details will display:

- Corporate Register
- Finance Register
- Registers inside the:
 - Infrastructure Services and
 - Corporate Services levels

As can be seen in image 1, obligations saved within a register can be viewed together with the data saved for an obligation including, Actions, Alerts, Events, Issues, Measures, Processes and Risks



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Registers

Governance Registers are the 'level' in the navigation tree into which governance obligations are saved. Any number of registers can be created in any level in the organisation structure (aka navigation tree).

Governance Registers can be created at any level in the navigation tree (aka Organisation Structure). This provides for a multidimensional register capability wherein one or multiple registers can be viewed on screen by selecting a node (e.g., level folder or register) in the navigation tree.

Obligations

An obligation is a focal point of any processes, customs, policy, law, institution or any other factor which has impact on the way an organisation is controlled. Any number of obligations can be defined in any register.

Issues

Issues can be saved against obligations in their own issues register. The Navigation tree will also list issues that have been saved against obligations. Extensive coding is available to categorise issues according to client requirements. For instance any OH&S issues that relate to specific organisational obligations can be recorded and saved.

Issues can have automated workflows attached to them to support internal procedures or work processes.

Recommendations can be created for issues which can also be subjected to workflow processing for approval internally. Recommendations can be converted into actions which are then defined and tracked in the system using alerts and automated workflows as required.

Events

Events can be saved against obligations in their own events register. The Navigation tree will also list events that have been saved against obligations. Extensive coding is available to categorise events according to client requirements.

Events can have automated workflows attached to them to support internal procedures or work processes.

Recommendations can be created for events which can also be subjected to workflow processing for approval internally. Recommendations can be converted into actions which are then defined and tracked in the system using alerts and automated workflows as required.

Risks

Risks can be saved against obligations in their own risks register. The Navigation tree will also list risks that have been saved against obligations. Extensive coding is available to categorise risks according to client requirements. For instance risks could be codified to facilitate reporting on operational risks, enterprise risks, financial risks, legal risks etc.

Risks are assessed to determine the inherent and latent risk after the application of controls.

Risks can have automated workflows attached to them to support internal procedures or work processes.

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Recommendations can be created for risks which can also be subjected to workflow processing for approval internally. Recommendations can be converted into actions which are then defined and tracked in the system using alerts and automated workflows as required.

Recommendations

Recommendations can be created for Issues, Events and Risk and saved with the instance of each record. Recommendations are also automatically presented in the Recommendations register together with the source or the recommendation i.e. the issue, event or risk in question.

Actions

Actions can be created for an obligation directly or indirectly via recommendations to an issue, event or risk defined against an obligation. Actions can have alerts to facilitate tracking which can also be used to trigger workflows. Alternatively a workflow can be linked to an action which can be triggered by business rules embedded in the workflow process itself.

Actions can be converted into projects using PulseProject® which maintains the link in PulseGovernance® but uses PulseProject® functionality to manage the project

Measures

Measures can be created for obligations using any data entered in PulseGovernance® or any data from other internal systems such as Finance, OH&S or Water Management systems. Any number of measures can be defined for an obligation which can be displayed as a dashboard to indicate performance levels reached working on the obligation.

Alerts

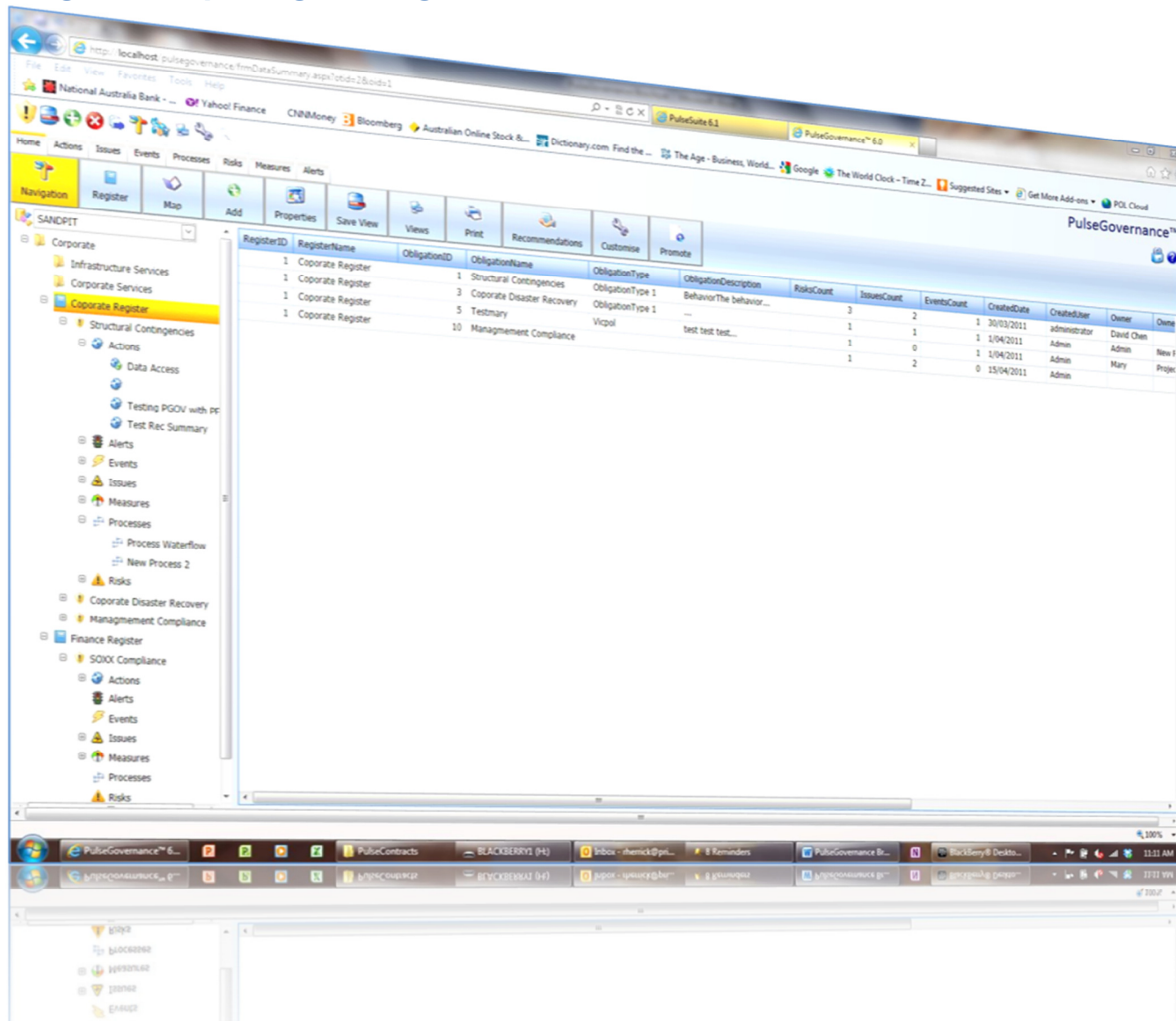
Alerts can be set for obligations to which can be used to highlight performance issues or trigger automated workflows. Alerts are created for measures defined for an obligation which can be any form of data either entered in PulseGovernance® or automatically imported from internal systems such as Finance, OH&S, Production etc.

Processes

Business processes can be linked to obligations which have been created using PulseProcess®. These processes may be used to control work required to satisfy an obligation and the performance in the process, which can be measures in PulseProcess® can be used to reflect the performance in the obligation.

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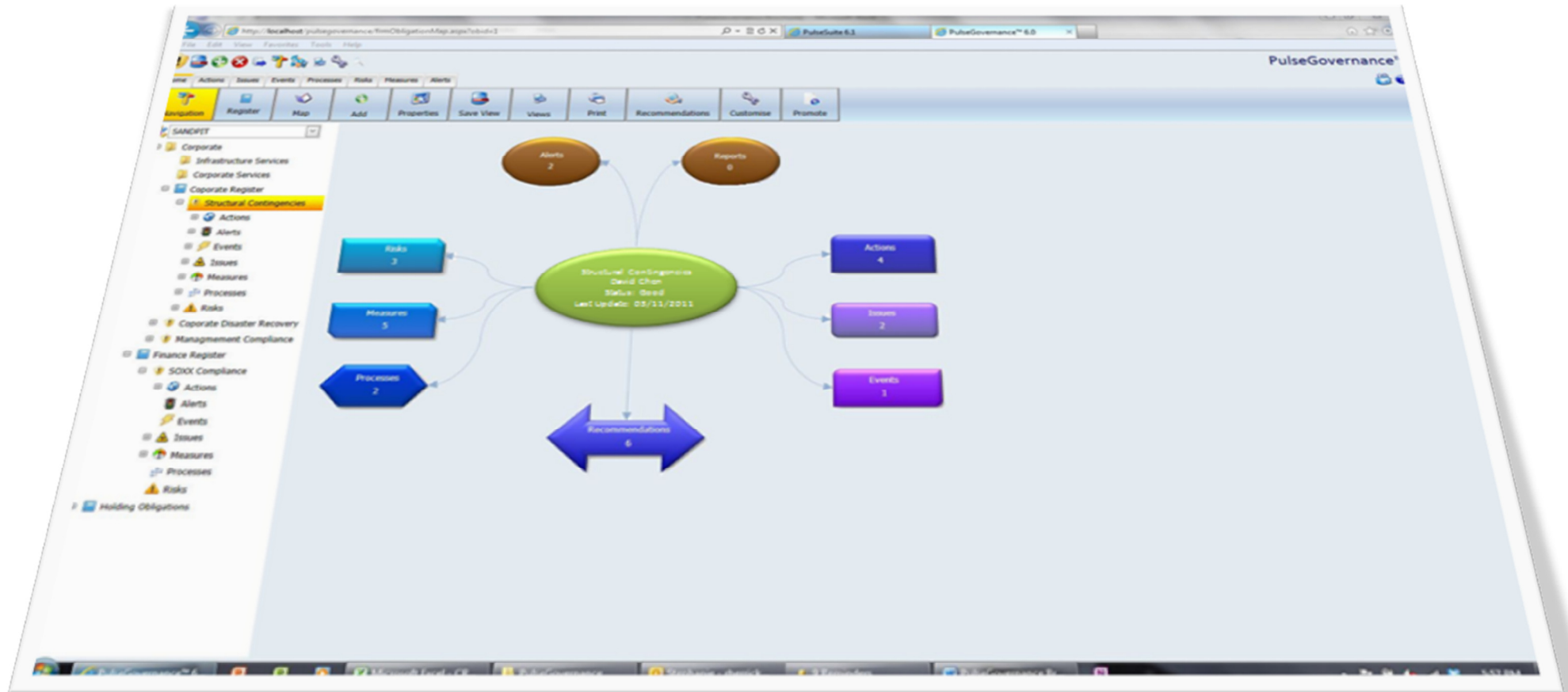
Image 2- Sample Register Page



Note: All tables in the system are customisable by the user to determine which columns to display and their sequence.

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Image 2- Obligation Butterfly Map



Note: The butterfly map acts as a menu for the information linked to it. For instance clicking the risk object opens the risk page for the obligation. The obligation in the centre of the map acts as a traffic light which automatically changes colour based on the linked measure and their association business rules to assess performance outputs.