

- Ram Pratti: The issue management, how do you think they impart of issue management in organizations.
- Simon Hankinson: When I think about my experience working with different institutions I think the reporting and issue management around CCAR or BCBS is probably one of the largest pain points to many institutions. So much of that reporting and those processes are done manually. It's a lot of Excel, it's an email, it's a lot of Power-points. For many institutions where there's going to be a regulatory exam kicks off a multi week process of collecting the evidence and support that we're going to present to the regulator and they pull together a presentation, but as soon as the regulator has a question, it's hard to go find the detail where they got that from to be able to respond to it.
- I think it can raise credibility issues with the regulator. It's definitely time consuming, it's definitely not efficient, and so I think having a way of automating that reporting and having issue management built into the process flow is really critical and be a real time saver. The way I say us being able to use Collibra around CCAR is having the CCAR reporting dashboard, so here are the data elements in scope for CCAR, here's the data governance I have in place around those. Here are my gaps. I've self-disclosed to the regulator here are the issues I know about and here's what I'm doing about them.
- Definitely where we see MRAs arriving and even MRIAs is where data issues are not self-disclosed to the regulator or even the bank wasn't aware of the issues and then the regulator finds them. You want to try and avoid being in that situation obviously. Combination of the tools that you use for fidelity checks, with Collibra, it means that you can clear that information quickly and present it back to the regulator and self-disclose, or self-disclose with a plan of how you're going to re-mediate.
- Ram Pratti: So Koen do you see those capabilities are asked by the clients?
- Sam Weibel: Yeah, definitely. If we value the POC and if you see how it happens now where a dedicated team separately from data quality but busy with data issues gets like daily excel or a CSV comma limited file where it link the business terms to or the critical data elements...
- It's very clear that there's that huge capability gap there, very, very clear.
- Ram Pratti: So do you put those capabilities in your profile values and planners to show the types of capabilities of Collibra?
- Sam Weibel: Absolutely because I think that that's one of the key drivers, besides having the lineage, the ownership, and the equality around it is having then that ability to solve problems and review and re-mediate those issues in an automated fashion and I think that Collibra is one of the few tools that really does have that right out of the box so when you are looking at smaller organizations, it's something that they can easily manage and adopt with Collibra and not have no go out and buy fifteen tools to put on top of something to make a work flow around issue management.
- Koen Van Duyse: Often it's you know... You get the requirements that an organization has for issue remediation and thus pushing that to say why don't you use the out of the box stuff which is

a best practice and often that is enough, which is of course good because that means no custom development that's all.

Ram Pratti: So do you see anyone asking to see the MRAs and MRIAs captured and tracked in Collibra?

Sam Weibel: Yeah, that's another key and I think another value that we have within Collibra because if you really think about it, MRAs and MRIAs are issues. Having those tracked within Collibra] creating issues for the different MRAs for an organization is getting and then associating them to the pain points. Is it the business line to have a pain point, data elements that have the pain point, the specific report as well as branching out even further to remediation plans for those specific MRIAs or MRAs as well so that they can track "Am I resolving my problems?" So that when the fed does come back in, "Yes I had this problem, here's where I am right now in solving it, and here's where I plan to be a month, two months, six months down the road."

Ram Pratti: So one of the MRAs and all this track listing, you can link all this assets to what you have in Collibra.

Sam Weibel: Correct.

Ram Pratti: So do you see those people asking for the end to end picture and seeing the impact analysis on what happens with this issue?

Sam Weibel: I mean I think what I see a lot of times when you do go into a client is that they really hone in on just the initial piece of it, of looking at the CCAR report and understanding lineage and ownership, the very key basic principles, but when we do demonstrate the product or we do POCs with the product we do start to branch out and show them that ability to track MRAs at the station on reports, all of those other key features around submitting a regulatory report it really opens their eyes to the value that the tool will bring and how it does enable that to automate that full process that's very manual right now.