

GRC News

Laura Polak, GRC Offering Mgmt | GRC Community Admin

Dear members – As we are almost at the end of 2020, we wanted to reach out to you and do a “wrap-up” of recent events, releases enablements and more.

2020 has been an “interesting” year to be sure but we did it together! This month we celebrate hitting the **300-member** mark in the Community. Thank you for being part of it!

It was the year of WFH for many (work from home), which included our spouses and children in some cases too. Many of us have had to juggle multiple priorities and I have to say, kudos to you all – because I think that most people made it work and did it with aplomb, showing patience and support for their co-workers, families and colleagues (both inside and outside our organizations).

I think we all got to know each other a bit better too. Sometimes inadvertently (kids and pets joined in our calls lol), but I think it was approached with understanding and even better, camaraderie and a sense of making it work. It was great getting to know each other better!

As we head into 2021, I hope that all of you are doing well, and can take some time over the holiday season to celebrate with loved ones and friends and focus on some well-deserved downtime. As for 2020 – well, we made it work; we’re still here and moreover things are looking hopeful on the horizon with availability for a number of COVID19 vaccines! Fingers crossed for better days ahead!

Wishing you and all of yours, all the best.... and looking forward to hearing from you, collaborating with you and more in 2021.

From all of us on the GRC Team



The following information is covered in this edition:

- Recent OpenPages releases
- Want to try out something new? Check out some of our recent Offers
- Enablement replays, plus collateral shown in sessions
- Webinar replays
- Links to websites of interest – our Marketing page, demos, RegTech Blog page and **more**

Note: URL links below point to the IBM GRC Community website. You must be a member (and logged in!) to see them.

Webinar/event archive

We know that you may not always be available to attend our events when they happen. To give you easy access to past ones, we have created an archive list for you. A variety of topics are covered including IT/Cyberrisk, Model Risk Governance, Regulatory Compliance, Trends in External Data, Third Party Risk Management and more. To see the list in its entirety, go [here](#).

Links to other IBM RegTech or GRC content

[IBM RegTech](#) – access to articles, press releases and more

[IBM OpenPages Marketing Page](#) – OpenPages with Watson marketing pages, which includes links to Solution pages, Customer Case Studies, and more

[IBM OpenPages resources page](#) – OpenPages with Watson pages covering Analyst rankings / reports, research papers and solution briefs

[IBM OpenPages “How to” videos](#) – OpenPages with Watson You-Tube videos page. Demos are available covering a wide variety of topics workflow, calculation engine, our new BCM solution and more.

[IBM OpenPages product tours](#) – Interested in taking a “product tour”? Do check out 4 different “tour” options now available at the link provided.

OpenPages Releases

Release notice

[The OpenPages with Watson 8.2.0.1 is now available!](#)

- OpenPages with Watson 8.2.0.1 (On Prem and SaaS) and OpenPages for IBM Cloud Pak for Data 8.2 announced availability on November 20th. A full notice is on our GRC Community website [here](#).
- One of the key things we announced in version 8.2.0.1 was the Ascent integration with OpenPages. If you are interested to know more on that including the installation guide, please go [here](#).

Interim Fix notices

[OpenPages with Watson 8.2 Interim Fix 3 \(November 2020\)](#)

IBM OpenPages GRC Platform 8.2.0.0.3 IF (On-Premise) and IBM OpenPages GRC on Cloud 8.2.0.0.3 IF (SaaS) is available! To check out the entire notice, please go [here](#).

Issues addressed in 8.2.0.0.3 IF:

1. Performance issues can occur during a FastMap data load when errors occur and simultaneously calculations are running on the data being loaded
2. Currency exchange rate with more than 8 decimal digits cannot be used in a currency field
3. Bulk calculation on large number of objects may exceed database timeout and fail
4. Calculation errors in the aurora log file after loading data with FastMap

This release includes fixes from all previous interim fixes.

[OpenPages with Watson 8.1.0.1 Interim Fix 8 \(November 2020\)](#)

IBM OpenPages GRC Platform 8.1.0.1.8 IF (On-Premise) and IBM OpenPages GRC on Cloud 8.1.0.1.8 IF (SaaS) is available! To check out the entire notice, please go [here](#).

Issues addressed in 8.1.0.1.8 IF:

1. In the Task Focused UI,
 - o editing a private filter on an integer field results in an "Unexpected error occurred" message
 - o the system does not apply the filter using the grid view link
 - o the ability to disable bulk update needs to be configurable
 - o "edit mode" in a task view overrides the Workflow Access Control
2. Implement performance improvements for the actor lookup functions in Db2

This release includes fixes from all previous interim fixes.

OpenPages Offers

[Announcing OpenPages Watson Accelerator](#)

Are you interested in trying out **Watson Assistant**, IBM's virtual chatbot in OpenPages with Watson, but don't know where to start? Let us help you get started on your journey of integrating Watson Assistant in your OpenPages environment.

Click on the title link to see the article on the GRC Community website. The instructions and JSON file are available for download from there.

Note: Most recently updated on December 14, 2020.

[Announcing OpenPages Watson Assistant Accelerator with Discovery](#)

As well as the above offer for integrating *Watson Assistant*, IBM's virtual chatbot, with IBM OpenPages with Watson; you now have an option to see how you can take these capabilities further by incorporating Watson Discovery to index and query documents to provide answers to user questions submitted in Watson Assistant.

Within about an hour (depending on the number of documents you want to initially ingest), you can configure a free Watson Assistant instance within OpenPages that will query selected documents through Watson Discovery.

Please note that this capability is for use with OpenPages with Watson version 8.2 or higher.

Click on the title link to see the article on the GRC Community website. The instructions and JSON file are available for download from there.

Recordings - Past OpenPages Enablements

Did you miss our 8.2.0.1 enablements? If so, we are happy to provide links to our IBM GRC Community *Box Folders* where we store these. Please note that each the date/headers below are the link to the folder where you can find recordings and other collateral (decks etc).

November 19, 2020 – “What's New” in OpenPages with Watson 8.2.0.1

- Overview of what's included in this release

December 2, 2020 – Deep Dive on OpenPages with Watson 8.2.0.1

- Watson Language Translator Integration
- Net Promotor Score (NPS) Integration
- Profile Administration Updates
- MS Office Integration for File Attachments
- Watson Assistant Integration Configuration Updates
- Watson OpenScale Integration
- Admin UI Migration from the Standard UI to the Task Focused UI
- UI Automation Modifications due to OpenPages 8.2.0.1 Updates
- UI Refactoring and the New TaskUI WAR File

December 3, 2020 – Deep Dive on OpenPages for IBM Cloud Pak for Data 8.2

- Overview
- Installation/Uninstallation
- Provisioning/Deprovisioning
- Db2 Common Service
- Security
- App Persistence
- Custom Configuration Mgt
- CP4D Control Plane Integrations
- Other Integrations
- "Day 2" Operations
- Troubleshooting

If you have troubles accessing the folders/links, please contact a GRC Community admin or jlundgren@us.ibm.com.

GRC Community content – Box folder

If you are looking for other recordings not listed above, we can provide you access to those. All webinar and enablement recordings are available on the GRC Community box (under Recordings) [folder](#). Feel free to go back and watch any you might have missed! If you have trouble getting access, please let us know and we will be sure to add you.

Sharing your experiences

Are you willing to share a blog entry on an interesting use of OpenPages, or perhaps share an upgrade or implementation experience? This is the kind of thing that community members love to see. It can be sharing quotes, hints and tips, doing a short recording or even co-writing a blog with the team. Please email a GRC Community admin if this is of interest to you!

The Analyst / Review Corner

Forrester-IBM Webinar

On December 10, 2020 we hosted a webinar with Forrester on the Total Economic Impact (TEI) of OpenPages.

Synopsis: Join IBM and Forrester as they discuss the financial impact of IBM OpenPages with Watson on organizations. Learn how IBM OpenPages delivers 218% ROI to clients, as well as other significant cost savings and business benefits in this webinar “Unlocking the future of GRC platform with AI”.

If you missed it, it’s not too late – you can still stream it!
Simply go to this [link](#) and register – once you do that, you can watch “on demand”!

We love to hear what you think!

We love to get your feedback and so many of you have been kind enough to share in the past. We thank you for that. If you haven’t or have something new to share; are you willing to do it again? If so, please check out either of the following:

Gartner Peer Insights – Gartner offers a page where customers can share information about their software experiences, including on OpenPages. To add your comments, please click on the relevant links provided:

[OpenPages with Watson GRC Platform](#)
[OpenPages with Watson IT Risk Governance](#)
[OpenPages with Watson Audit Management](#)

G2 Crowd – G2 (formerly known as G2 Crowd) is a place where customers can share vendor reviews. Please note that the link provided will also provide a donation to “Girls who Code” for any reviews added.

Community Notes

Please note that it is not our intent to have the Community replace Support, Service or other designated resources. If you have Support issues including requests for software fixes, please continue to submit them through the proper support mechanisms.

Request for Enhancements (RFEs) - Do you have an idea for an enhancement to an upcoming OpenPages release? Please continue to use the [OpenPages Ideas portal](#) to submit suggestions for review (and voting by other OpenPages users).

Community and Box Contacts

*Having issues accessing Box folders, getting recording links, or need other info?
If so, please contact one of the following team members for help:*

[GRC Community Admin - laura.polak@ca.ibm.com](mailto:laura.polak@ca.ibm.com)

[Alternate Community Admin – rajeev.sethi@ca.ibm.com](mailto:rajeev.sethi@ca.ibm.com)

Thank you for your continued support and interest in our offerings and innovations.

We wish you all the best of the Holiday Season and a Very Happy 2021!



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