

PAISLEY GRC SOLUTIONS

PAISLEY TRAINING SERVICES MENU

A CATALOG OF OFFERINGS



THOMSON REUTERS

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CHAPTER 1 PAISLEY TRAINING SERVICES MENU

A comprehensive menu of available training options for Paisley GRC clients are detailed below. Included are standard offerings of individual courses conducted either live in a classroom at Paisley in Plymouth, Minnesota, or on-site at your location. Also described are short sessions and Quick Specialties covering topics of general interest delivered via the Web.

Please contact your Paisley Account Manager for further information on any of these offerings.

STANDARD OFFERINGS

Standard course offerings with predetermined agendas (usually delivered live and on-site) generally used in new implementations and for larger groups of new employees within current GRC clients.

- GRC on Demand[®] – Comprehensive
- Paisley Enterprise GRC[®] – Comprehensive
- Audit
- FCM (Financial Controls Management)
- ORM (Operational Risk Management)
- ERM (Enterprise Risk Management)
- IT Governance (Information Technology Governance)
- Compliance

Also available are standard sessions on SNAP! Reporter[®] and System Administration.

Duration of Classes	Varies from 1 to 5 days.
CPE Credits	Issued for all standard classes, with the exception of SNAP! Reporter at this time.

Please contact your Account Manager for details, trainer availability, and registration procedure.

CHAPTER 2 WORKSHOPS

GRC AUDIT FUNDAMENTALS

This is a workshop offering on the Menu of Paisley Training Services, addressing two Paisley Audit audiences – AutoAudit® 2.1-2.3 and GRC 3.0 and 3.5. There are different sessions held for each audience, so that clients with the same or similar backgrounds can more easily learn and share experiences.

General Description

This standard 2-day workshop course is designed to assist personnel responsible for audit functions within your organization.

The session is conducted by an experienced Paisley Trainer, who has worked extensively with the Audit profile. It is designed for those who need to understand and use the functionality of Audit, but does not include the custom application of your methodology.

Audience

This training course is designed for Key Contact(s), Audit profile project leaders, & Audit profile users, organizations or departments who have recently hired new personnel or have had Audit training a long time ago.

Prerequisites

The student need not have any previous experience, except a general knowledge of auditing functions.

Objective

Upon completion, the student will be able to create and complete a total audit.

Agenda

- **Process Flow**
- **Auditable Entities**
- **Auditor Personnel Administration**
- **Coverage & Planning**
- **Creating Audits**
- **WorkForce Scheduling**
- **Audit Documentation**
 - Creating Audit Checklists
 - Creating Audit Programs
 - Basic Audit Programs
 - Standard Library Audit Programs
 - Process/Project Audit Programs
 - Creating Workpapers
 - Creating Audit Issues
 - Creating Audit Action Plans
 - Generating an Audit Report
 - Audit Review & Approval
 - Creating Audit Comments
 - Creating Audit Tasks
 - Time & Expense Reporting
 - Working Offline
 - Closing an Audit
- **Issue Track**
- **Audit Review and Closing**

Course Details

- Paisley is an approved NASBA sponsor and provides 14 CPE credits for this course.
- Detailed agendas will be provided at the time of the session. Other materials may be provided as available.
- The two audiences (2.1-2.3 and 3.0-3.5) are scheduled separately for your convenience.

Cost/Availability

This course is available via regularly scheduled sessions at the Paisley location in Plymouth, Minnesota. The cost is \$1995 per person.

CHAPTER 3 QUICK SPECIALTIES

Two-hour Web-based presentations (offered once per month), registration via Paisley registration system, standard agenda.

- Audit: Tips and Techniques
- FCM: Tips and Techniques
- System Administration: Tips and Techniques
- Issue Tracking
- GRC Reporting
- Surveys: Design and Reporting

Two 4-hour Web-based sessions, offered periodically, registration via Paisley registration system, standard agenda.

- SNAP! Reporter

Details of each Quick Specialty offering is attached, along with current dates and times of delivery.

Note

- A minimum of 3 attendees is required in order to hold a Web-based session.
- The maximum is 10. Classes may be canceled if minimums are not met within 24 hours of a scheduled event.
- Your Web-based preparation information is included in the confirmation e-mail that is automatically sent to the registrant.
- Questions should be directed to your Account Manager.

AUDIT: TIPS AND TECHNIQUES

Course Description

This 2-hour course is designed to assist key contacts, project leaders, and personnel responsible for the Audits in Paisley GRC. The session allows you to explore GRC Audit options in greater detail.

The Web-based session is conducted by an experienced Paisley Trainer, who has worked extensively with the Audit profile. It is designed for those who need to understand and use the Audit functionality, but does not include personal customizations.

Prerequisites

No required prerequisites exist for this course; however, general knowledge of the GRC profiles is beneficial.

Objectives

Upon completion, the participant will be able to demonstrate the following:

- **How to set up Audits and assign staff**
- **How to use Workforce Scheduling**
- **How to create checklists and programs**

Agenda

- **Introduction**
- **Audit Overview**
- **Audit Setup**
- **Risk and Control Overview**
- **Understanding Heat Maps**
- **Checklists and Programs**
- **Additional Questions and Conclusions**

Cost

The cost of this 2-hour Web-based session is \$199 per person per session.

How Do I Sign Up?

Register online via the Paisley Web site.

FCM: TIPS AND TECHNIQUES

Course Description

This 2-hour course is designed to assist key contacts, project leaders, and personnel responsible for the Financial Controls in Paisley GRC. The session allows you to explore the FCM options in greater detail.

The Web-based session is conducted by an experienced Paisley Trainer, who has worked extensively with System Administration. It is designed for those who need to understand and use the FCM functionality, but does not include personal customizations.

Prerequisites

No required prerequisites exist for this course; however, general knowledge of the GRC profiles is beneficial.

Objectives

Upon completion, the participant will be able to demonstrate the following:

- **How to set up Process/Risk/Controls**
- **How to set up Corporate and Area Accounts**
- **How to assign Assertions**
- **How to use Heat Maps**

Agenda

- **Introduction**
- **FCM Overview**
- **Process Overview**
- **Risk and Control Overview**
- **Understanding Corporate and Area Accounts**
- **Assertion set up and sign off**
- **Heat Maps**
- **Additional Questions and Conclusions**

Cost

The cost of this 2-hour Web-based session is \$199 per person per session.

How Do I Sign Up?

Register online via the Paisley Web site.

SYSTEM ADMINISTRATION: TIPS AND TECHNIQUES

Course Description

This 2-hour course is designed to assist key contacts, project leaders, and personnel responsible for the System Administration within Paisley GRC. The session allows you to explore the GRC configuration options in greater detail.

The Web-based session is conducted by an experienced Paisley Trainer, who has worked extensively with System Administration. It is designed for those who need to understand and use the Maintenance functionality of GRC.

Prerequisites

No required prerequisites exist for this course; however, general knowledge of the GRC profiles is beneficial.

Objectives

Upon completion, the participant will be able to demonstrate the following:

- **How to set up Notifications**
- **How to change Values and Fields**
- **How to create Dynamic Fields**
- **How to create Templates**
- **How to set up Archives**

Agenda

- **Introduction**
- **Administration Overview**
- **Available Tables for Values and Fields**
- **Dynamic Fields**
- **Understanding Risk Assessments**
- **Creating Notifications**
- **Archiving**
- **Additional Questions and Conclusions**

Cost

The cost of this 2-hour Web-based session is \$199 per person per session.

How Do I Sign Up?

Register online via the Paisley Web site.

ISSUE TRACKING

Course Description

This 2-hour course is designed to assist key contacts, project leaders, and personnel responsible for creating and tracking Issues and Action Plans in Paisley GRC. The session allows you to explore the creation of Issues in greater detail and how business areas may better track and report on Issues in your organization.

The Web-based session is conducted by an experienced Paisley Trainer, who has worked extensively with Issues. It is designed for those who need to understand and use the Issues and Action Plans functionality, but does not include personal customizations.

Prerequisites

No required prerequisites exist for this course; however, general knowledge of ad hoc reporting and/or SNAP! Reporter is beneficial.

Objectives

Upon completion, the participant will be able to demonstrate the following:

- **How to create Issues and Action Plans in GRC**
- **How to track Issues and Action Plans**
- **How to report on Issues and Action Plans effectively**
- **How to create Audit Reports**

Agenda

- **Introduction**
- **Issue Overview**
- **Action Plan Overview**
- **Creating Issues and Action Plans**
- **Tracking Issues and Action Plans**
- **Reporting on Issues and Action Plans**
- **Additional Questions and Conclusions**

Cost

The cost of this 2-hour Web-based session is \$199 per person per session.

How Do I Sign Up?

Register online via the Paisley Web site.

GRC REPORTING

Course Description

This course is designed to assist key contacts, project leaders, and personnel responsible for creating reports within Paisley GRC. The session allows you to explore the creation of reports in greater detail and how business areas may customize ad hoc reports in your company.

The Web-based session is conducted by an experienced Paisley Trainer, who has worked extensively with reporting. It is designed for those who need to understand and use the ad hoc reports functionality, but does not include personal customizations.

Prerequisites

No required prerequisites exist for this course; however, general knowledge of ad hoc reporting and/or SNAP! Reporter is beneficial.

Objectives

Upon completion, the participant will be able to demonstrate the following:

- **How to create reports in GRC**
- **How to run reports in GRC**
- **How to use the heat maps effectively in GRC**
- **How to create Audit Reports**

Agenda

- **Introduction**
- **Ad hoc Reporting Overview**
- **Available Tables for Ad hoc Reporting Overview**
- **Creating/Running Ad hoc Reports**
- **Understanding Heat Maps**
- **Creating Executive Dashboards**
- **Additional Questions and Conclusions**

Cost

The cost of this 2-hour Web-based session is \$199 per person per session.

How Do I Sign Up?

Register online via the Paisley Web site.

SURVEYS: DESIGN AND REPORTING

Course Description

This 2-hour course is designed to assist key contacts, project leaders, and personnel responsible and reporting on Surveys within Paisley GRC. The session allows you to explore the use of surveys in greater detail and how businesses may better leverage the use of surveys in your organization.

The Web-based session is conducted by an experienced Paisley Trainer, who has worked extensively with surveys. It is designed for those who need to understand and use Surveys, but does not include personal customizations.

Prerequisites

No required prerequisites exist for this course; however, general knowledge of ad hoc reporting and/or SNAP! Reporter is beneficial.

Objectives

Upon completion, the participant will be able to demonstrate the following:

- **How to setup a survey in GRC**
- **How to develop question sets for Surveys**
- **How to send surveys to various groups of respondents**
- **How to trigger action plans from survey responses**
- **How to report on surveys effectively**

Agenda

- **Introduction**
- **Survey Overview**
- **Survey Setup**
- **Creating Survey Question Sets**
- **Sending Surveys**
- **Responding to Surveys**
- **Gathering Survey Responses and Reporting on Results**
- **Additional Questions and Conclusions**

Cost

The cost of this 2-hour Web-based session is \$199 per person per session.

How Do I Sign Up?

Register online via the Paisley Web site.

CHAPTER 4 PAISLEY CURRICULUM DEVELOPMENT OFFERINGS

Purpose

Paisley has developed a series of services to assist clients in the design and development of short- and long-term learning solutions. These services are being offered because many of our clients either do not have an internal training organization or do not have the time, expertise, or comfort to plan for the roll-out of continuing learning opportunities.

In addition to assisting our clients with long-term training plans, Paisley offers significant support in designing and developing curricula that are industry standard or unique to your organization.

Paisley Resources

Paisley's Training Specialists and Management have many years of formal education and experience helping a variety of clients in numerous different industries plan for current and future learning needs. The following offerings can be guided by Paisley personnel and/or executed by Paisley personnel.

PAISLEY CURRICULUM-RELATED SERVICE OFFERINGS

Curriculum Consultation

Paisley personnel can work with the client to develop a detailed curriculum for a specific software product or a series of products. This is facilitated by agreeing upon meaningful solutions to the following directives. The answers to these directives will determine how and where Paisley can be of assistance. A sampling includes:

- Determine what needs to be taught and retained
- Determine who needs to be trained
- Determine learning objectives for course
- Determine medium (media) for deliverables – live, on-line, hard copy
- Analyze the different skill sets of each audience
- Determine the training needs based on geographical location
- Start thinking about:
 - Where are the internal resources to perpetuate the initiatives?
 - Who can drive the project internally?
 - Who will design and develop deliverables?
- How will you win over executives on the benefits of your plan?
- Determine desired timetable

Curriculum Development

Paisley uses the ADDIE (Assess, Design, Develop, Implement, and Evaluate) methodology in assisting clients with curriculum development. Any or all of these phases can be addressed with a Paisley client.

- **Assess** current knowledge of industry, discipline, and current product
- **Design** the structure of the project. Determine modules, lessons, learning objectives, etc.
- **Develop** the learning materials, exercises, classroom agendas, detailed course instructions, etc.
- **Implement** the project, taking into account that large organizations may need to pilot learning initiatives first.
- **Evaluate** the effectiveness of the learning activities you have put in place.

Note	Paisley often performs this service for clients who are interested in creating custom workbooks to use in end user training sessions.
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Training Plans

Another curriculum-related offering is the development of long-term learning maintenance programs, answering the need to address changing personnel, refresher opportunities, upgrades to products, etc.

Please contact your Paisley Account Manager to arrange for these services.

CHAPTER 5 GRC A LA CARTE

This is an offering on the Menu of Paisley Training Services, addressing GRC versions 2.3 to 3.5 implementations and the needs of our clients.

Course Description

If your organization has gone through a lot of changes in the last several months, you probably have a number of new people who are unfamiliar with all the capabilities available to them in Paisley products. Here is an opportunity to help everyone, regardless of level or profile use, to “brush up” on these applications.

This custom offering is designed to assist key contacts, project leaders, and personnel responsible for using Paisley GRC. The tailored session provides training on selected GRC Profiles, as well as on SNAP Reporter and System Administration.

The session is conducted on site by an experienced Paisley Trainer, who has worked extensively in GRC applications. It is designed for those who need to understand and use the GRC functionality. It is not designed to address the detailed methodology of how each profile is implemented in your organization.

Audience

This course is designed for organizations or departments who have recently hired new personnel, have had GRC training more than six months ago, or who have people who have been “partially” trained and are still a little uncomfortable with the product.

Prerequisites

Attendees should have at least a high-level exposure to their product area(s). A description of how GRC is currently being used along with requirements of the audience(s) needs to be addressed with the prospective Training Specialist prior to training. Other details required will be discussed by the Training Specialist in a brief joint planning phone call.

Objectives

Paisley’s objective is to help you and your organization get the most out of our software and services offerings. The end result is that you enhance the ability of your organization to succeed because your personnel fully understands and are comfortable with GRC elements.

Your specific learning objectives will be determined by the choice of product areas and the type of audience involved in each portion of the course.

Agenda

The custom agenda is tailored to your individual needs, and developed when you and your assigned Training Specialist determine the topics to be covered and the audience(s) who should receive training.

Examples

- Maybe you need a day of advanced training on Audit for your experienced auditors, a day of standard training on FCM, which is a new implementation in your organization, and a day or two of end user training for part-time profile users.
- Perhaps you need a day of SNAP! Reporter training because your people were trained too long ago and have forgotten some of its capabilities.
- Or maybe you have specific areas of a profile that everyone needs to brush up on, like Issue Tracking, or Auditable Entities. The options are endless.

Class Size/Location

To achieve greatest learning effectiveness, class size is limited to 15 students.

Note	If you only have one or two new auditors at a time you may consider sending them to an appropriate Audit Workshop to be trained.
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How Do I Sign Up?

Contact your Paisley Account Manager for Training Specialist availability.

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