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A DAP for the win

Improve efficiency of compliance learning

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public

Speaker

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Dorothee Brechtel

- 4 years Auditor in SAPs Global Internal Audit Services

- Successfully passed the exam as Certified Internal Auditor (dormant)

- 2 Years Risk Consultant at E&Y with focus on Internal Controls, IT Audits

- 4,5 Years Product Manager at D&B (Bisnode) with responsibility for Risk Management and Compliance products

  ➡ More than 10 years of experience with risk & compliance from different perspectives

- 8 years with tts focused on workplace learning

A **Digital Adoption Platform (DAP)** is a software that empowers your workforce to **increase productivity, reduce risk and accelerate adoption of strategic digital transformation initiatives** across all software applications and processes.

Today's topics

- **Considerations**
  - What does a DAP have to do with compliance?
  - 5 Moments of Need - Learning vs. performance

- **Examples**
  - Information Security
  - Purchasing
  - AI

- **Summary**
  - Pitfalls/learnings
  - Q&A

What does a DAP have to do with Compliance?

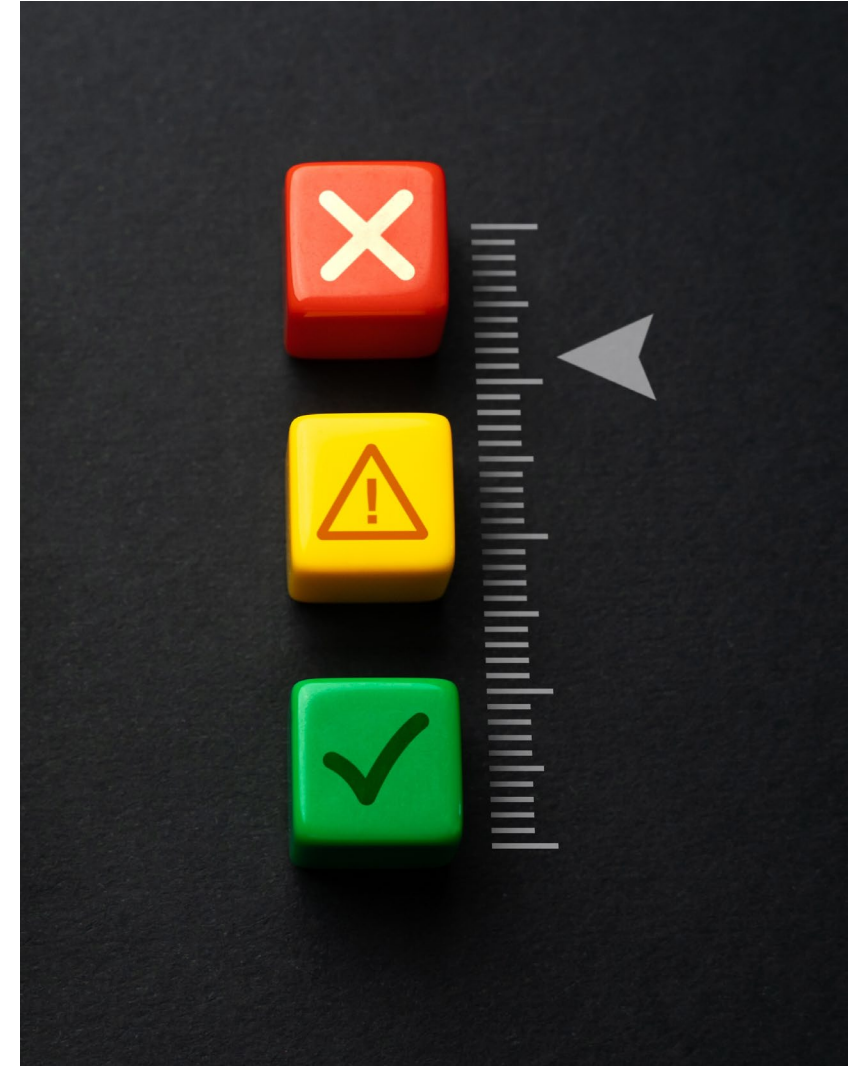Why Traditional Learning is not enough

Challenges of today's world

Increasing complexity of compliance environment

Key challenges today include

1. **Artificial intelligence (AI),**

2. **cybersecurity, and**

3. **globalization with international laws and regulations.**

➡️ **Traditional compliance training is reaching its limits.**

Checking the box is not enough

A few facts

1. Laws

    a. come – and sometimes go: CSRD, Anti Money-Laundering, GDPR, Anti Discrimination regulations...

    b. pose risks that require some mitigating measure

2. Structured learning is often necessary as a means to testify that all employees are aware of certain regulations

3. Testifying that a certain employee has performed a learning course will not help to prevent penalties in the case of law infringements
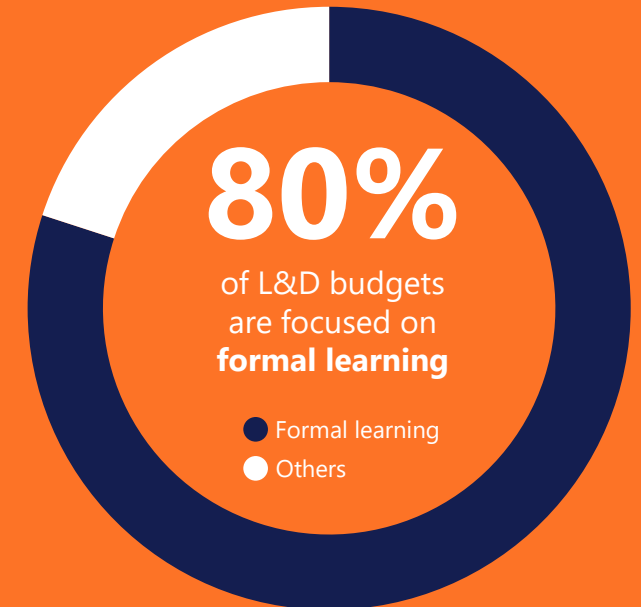
4. Employees tend to forget things

Pop Quiz!

How much knowledge is lost **within 7 days of training?**

How much of required job knowledge **is actually learned on the job?**

What percentage of your L&D budget **is focused on formal learning**

80%
of knowledge is **lost** within 7 Days

- Lost
- Retained

80%
of job knowledge is learned **on the job**

- On the job
- Formal Training

80%
of L&D budgets are focused on **formal learning**

- Formal learning
- Others

Don't get stuck in the 80's

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80%

80% of budgets spent on **formal learning**

of which **80%** is forgotten after a **few days / weeks**

resulting in **80%** of work knowledge being learned on the job, which is **not supported**
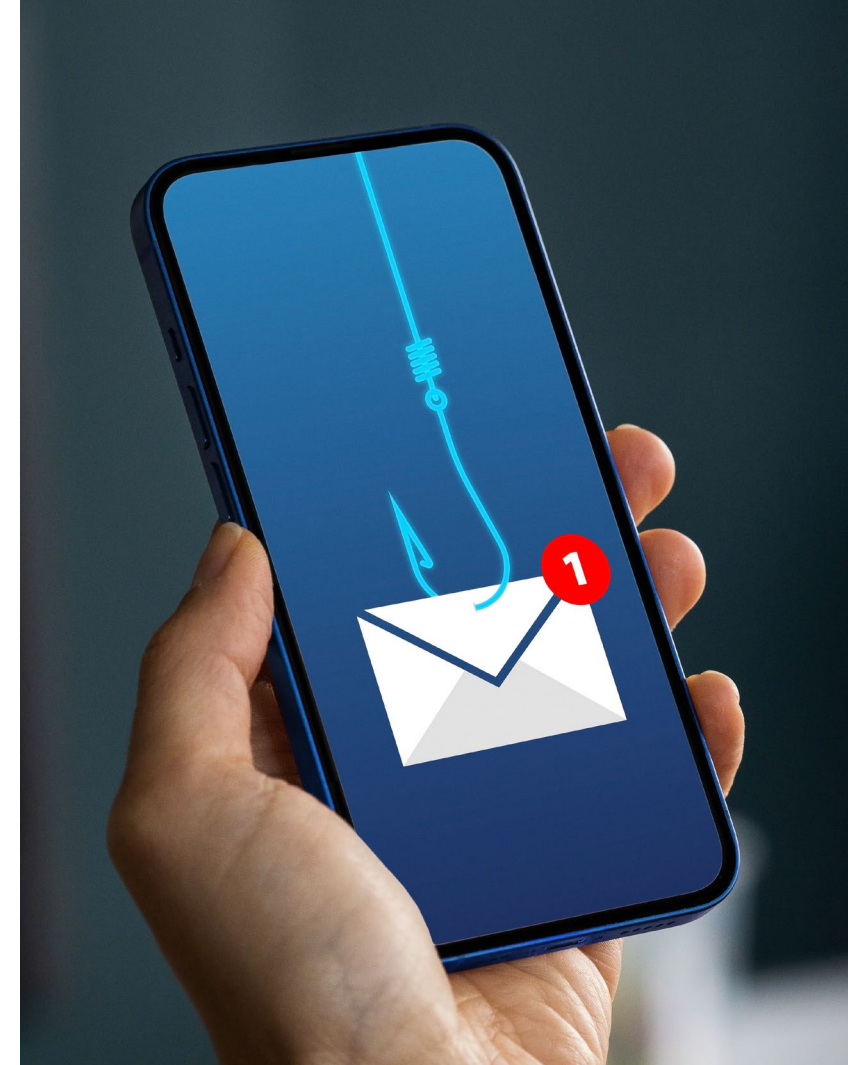
Example Information Security

Lessons learned by tts...

1. Training on Information Security

2. Test on Phishing Mail to all 360 employees

9% clicked link

Business Guidance on Phising

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Learning is not enough

A few more facts

Q :Is traditional learning about compliance enough?
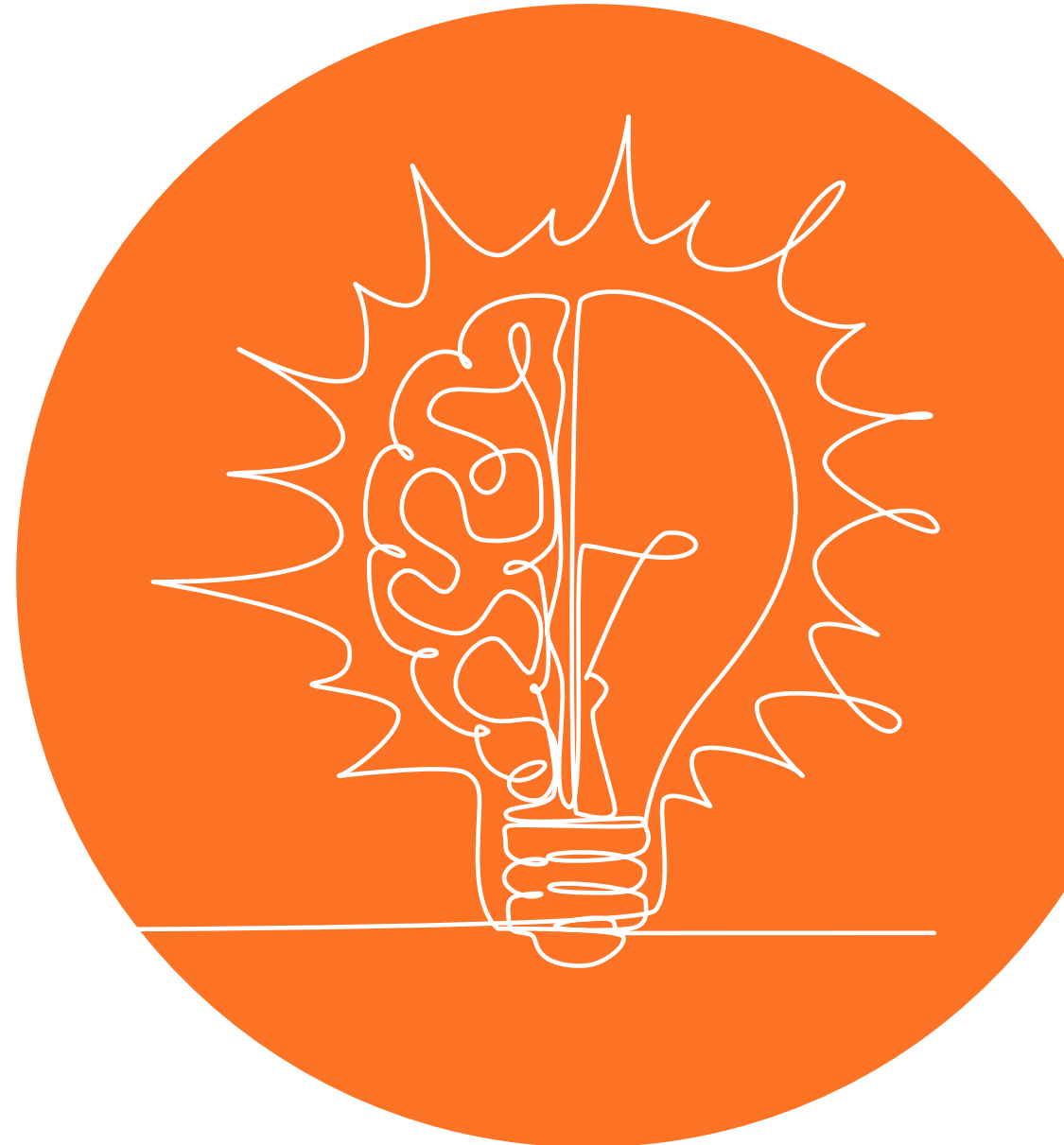
   A: no

Q: Is learning a control sufficient to mitigate risks?

   A: not really

BUT: Important risks need a mitigating control

➡️ **Control execution is crucial!**
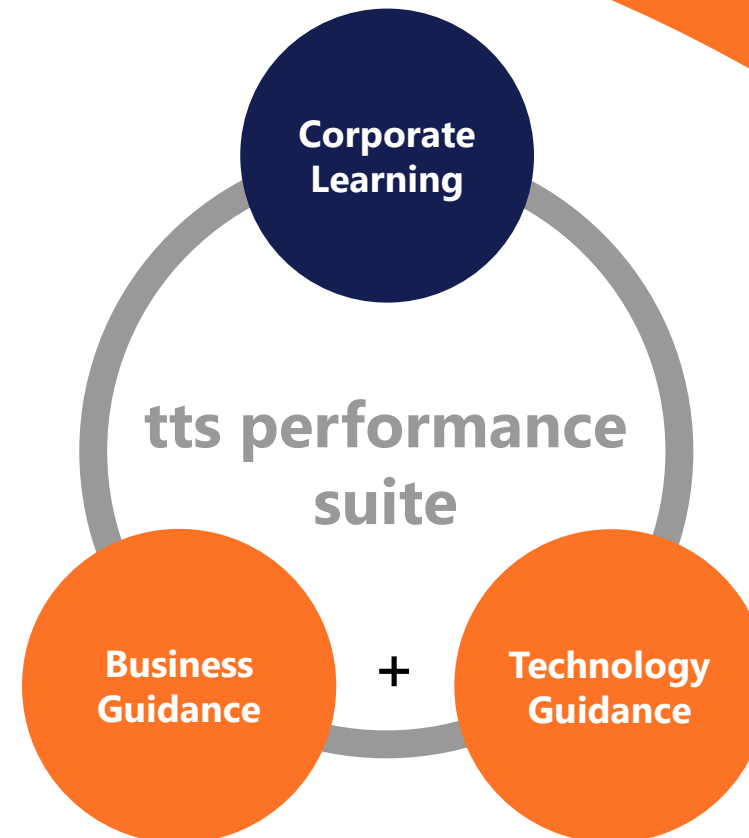
tts performance suite – A holistic solution

1. When Learning for the **First Time**
2. When Wanting to Learn **More**

3. When Trying to **Apply** and/or **Remember**
4. When Something **Goes Wrong**
5. When Something **Changes**

Corporate Learning

tts performance suite

Business Guidance + **Technology Guidance**

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A DAP is not just a click help

What is necessary to support employees with staying compliant?

WHAT?

1. (Knowledge of software)

2. Knowledge of input

3. Knowledge of processes

4. Knowledge of pitfalls

HOW?

1. Integrated into the flow of work

2. Easily accessible via a „single source of truth"

Example for Business Guidance

Help for the use of AI

ChatGPT ●

Help me pick
an outfit that will look good
camera

QuickAccess   ...   ✕

Be careful! Attention!
Whenever you work with open AI tools
remember not to feed them with internal
company information!

Do not show again   More Details

QuickAccess   ...   ✕

Be careful! Attention!
Whenever you work with open AI tools
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company information!

Do not show again   More Details

OpenA

Terms of use | Priv

Takeaways

- Just ticking off requirements is not enough

- Proper control execution is crucial

- Digital Adoption Platforms provide

  - execution support for different support needs

  - support for knowing how to meet requirements

1 RISK
Risk identification & assessment

2 MITIGATION
Identify mitigating measures

3 CONTROL
Implement & maintain mitigations

4 EXECUTION SUPPORT
Monitor execution & provide execution support

Questions & Answers

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Thank you

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