



# The revolution of risk and compliance

## KPMG Compliance Tracking AI: Enabled by Kym

Regulatory expectations and scrutiny are evolving rapidly, making a technologically advanced, consistent, and timely approach to compliance control management critical.

KPMG's AI-driven compliance approach simplifies the challenge. Leveraging KPMG's extensive risk, controls and compliance experience, our AI-driven approach addresses recurring regulatory themes and monitoring challenges, offering a unique and effective response to improving the maturity and sustainment of compliance.

41%

of Australian CEOs say that dealing with evolving regulatory processes is a top challenge in 2024.  
Keeping us up at night, KPMG 2024

### What is AI-driven compliance?

What if your regulatory obligations were crystal clear and you could respond to them at speed and scale? The power of AI makes this possible.

With AI-driven compliance, you can identify which obligations are relevant to you and generate obligation statements in plain English, assess the design effectiveness of your controls environment, and redraft control descriptions – all while upskilling your people on your regulatory obligations and controls better practice.

### Tell me more about Kym

Kym, created by KPMG Australia, is an innovative AI tool designed to transform the way our staff and clients access information. It taps into KPMG's extensive knowledge base to provide fast and accurate answers – especially powerful when it comes to regulatory compliance.

By harnessing the capabilities of Azure OpenAI for advanced data analysis and insights, all data remains secure and private – maintaining the integrity of the internal environment.

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**Drawing on KPMG's extensive risk and compliance experience, our AI model has been trained on over 20,000 unique controls. It's powered by Kym and AI models to transform and uplift an organisation's approach to compliance.**

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# How does AI-driven compliance work?

## Track obligations effortlessly with a clear, detailed inventory and process insights

- A clear, referenced inventory of your compliance obligations, so you know exactly what's required.
- Insightful analysis of how well your current policies and controls match up to these obligations, with smart suggestions for new, more efficient connections.

The screenshot displays the KPMG Compliance Tracking AI interface. At the top, it shows 'KPMG Compliance Tracking AI Enabled by KymChat' and navigation options like 'Add', 'Profile', 'Export', 'Help', and 'Activity Feed'. The main dashboard is divided into several sections:

- Filter & Search:** Includes search bars and filters for 'Customer Service Guarantee'.
- Obligation Metrics (Temp ...):** Shows a 76% compliance rate with a clock icon.
- Without Controls:** Shows a 100% compliance rate with a clock icon.
- Linkage Strength Ratings:** Shows a 22% compliance rate with a clock icon.
- Missing Owners:** Shows a 100% compliance rate with a person icon.
- Control Metrics (Temp Data):** Shows a 15% compliance rate with a clock icon.
- Controls Requiring Attention:** Shows a 100% compliance rate with a clock icon.
- Process Controls:** Shows a 100% compliance rate with a clock icon.
- Missing Owners:** Shows a 100% compliance rate with a person icon.
- My Obligations:** Lists 24 obligations, including 'Ensure 90% Connections', 'Provide CSG Information', 'Notify CSG Exemption', 'Deliver Service Information', and 'Connect Within Timeframes'.
- Source List:** Lists 13 sources, including 'Emergency Call Service Requirements Industry Code C...', 'Telecommunications (Consumer Protection and Service...', 'Telecommunications (Customer Service Guarantee - R...', 'Telecommunications (Emergency Call Service) Determi...', 'Telecommunications (Payphones) Determination 2022', and 'Telecommunications Act 1997'.
- Generated Obligations:** Lists 67 obligations, including 'Carriage Service Providers are required to rectify fa...', 'If a fault or service difficulty with a specified service L...', 'The carriage service provider must resolve any faults...', 'As soon as a carriage service provider identifies a fa...', 'A carriage service provider must honour and keep an...', and 'When scheduling an appointment to connect a serv...'
- AI Assistant:** Provides a summary of the 'Telecommunications (Customer Service Guarantee) Standard 2023' and lists specific sections (3, 4, 5, 6) with detailed requirements.

## Align your controls with industry best practices

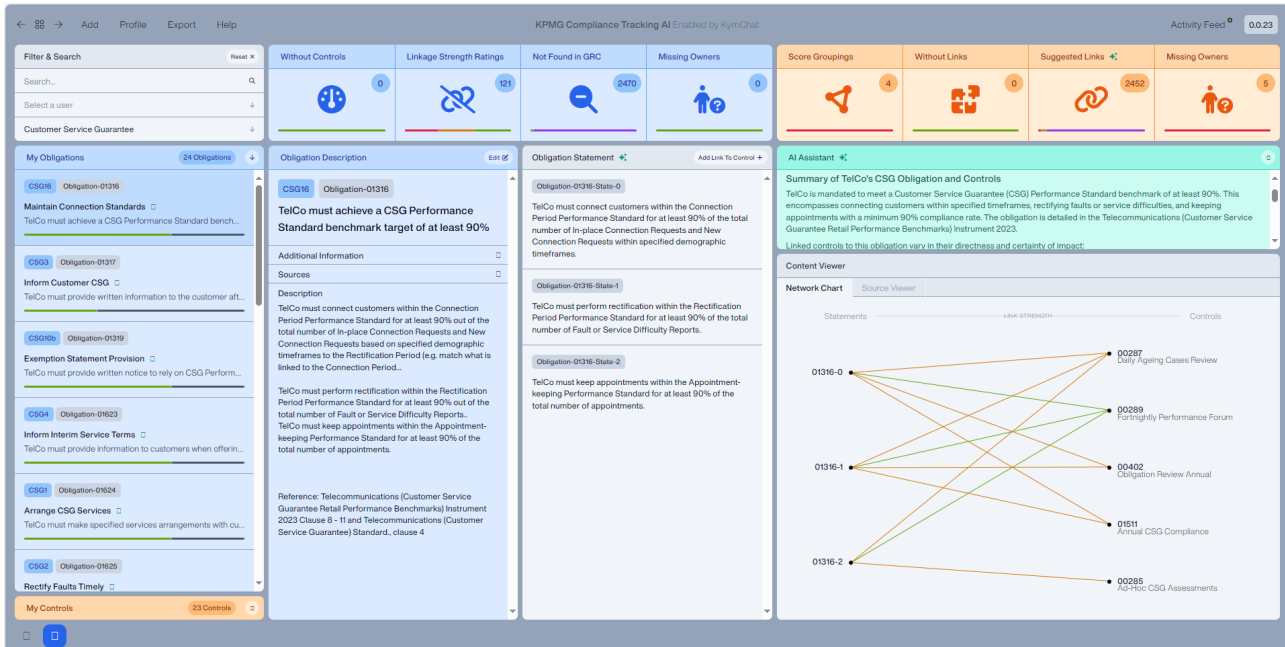
- Assessment of your control descriptions against industry-leading practises, proposing new measures to ensure you meet every compliance demand.
- Detailed analysis of the links between your obligations and controls, with advice on strengthening these crucial connections.

The screenshot displays the KPMG Compliance Tracking AI interface, focusing on control suggestions and linkage analysis. At the top, it shows 'KPMG Compliance Tracking AI Enabled by KymChat' and navigation options like 'Add', 'Profile', 'Export', 'Help', and 'Activity Feed'. The main dashboard is divided into several sections:

- Filter & Search:** Includes search bars and filters for 'Customer Service Guarantee'.
- Without Controls:** Shows 0 items.
- Linkage Strength Ratings:** Shows 121 items.
- Not Found in GRC:** Shows 2470 items.
- Missing Owners:** Shows 0 items.
- Score Groupings:** Shows 4 items.
- Without Links:** Shows 0 items.
- Suggested Links:** Shows 2452 items.
- Missing Owners:** Shows 5 items.
- My Obligations:** Lists 24 obligations.
- My Controls:** Lists 23 controls, including 'Transaction Compliance Verification', 'Ad-Hoc CSG Assessments', 'Daily Ageing Cases Review', 'Fortnightly Performance Forum', and 'Monthly QA Calibration'.
- Score:** Shows a 85% monitoring score with a pie chart and a 'Who', 'What', 'When', 'Where', 'How', 'Why' breakdown.
- Control Description:** Provides a detailed description for 'Monitoring of CSG Ageing Cases, Incidents or Orders', including additional information, business functions, objectives, and a description of the daily review process.
- Linked Obligations:** Lists 4 obligations: 'Maintain Connection Standards', 'CSG Damages Evaluation', 'Compensate CSG Delays', and 'Daily Ageing Cases Review'.
- Control Suggestions:** Provides advice on strengthening connections, such as 'This control has been identified to have 2 actions and is classified as a review control'.
- Network Chart:** A diagram showing the relationships between 'CSG Damages Evaluation', 'Daily Ageing Cases Review', 'Maintain Connection Standards', and 'Compensate CSG Delays'.

## Streamline risk management with a tailored compliance register

- Creation of a comprehensive risk register that aligns with both regulations and your day-to-day operations.
- Intelligent evaluations of your risk management strategies, offering recommendations to enhance safeguarding measures.



## Sustaining compliance through AI

Address key drivers of compliance breaches by arming your teams with an AI risk and compliance expert, available 24x7 to provide knowledge, insights, recommendations, and evaluation of compliance risks.

### Comprehensive knowledge base

- Interactive and searchable knowledge base covering obligations, risks, and controls. AI assistant helps you find the right information quickly.
- Centralise knowledge and reference systems of record, instead of relying on human knowledge centres.
- Users upskill as they interact with Kym, an AI compliance professional. Users improve their knowledge of their obligations and understand what a good control looks like.
- Close gaps by running scaled AI-led analysis over obligation, risk, and control coverage. Identify gaps and receive instant insights and recommendations.

### Uplifted controls environment

- Close gaps by running scaled AI-led analysis over obligation, risk, and control coverage. Identify gaps and receive instant insights and recommendations.
- Assessment of control linkage to obligations and risks, including highlighting gaps and weak links.
- Automated identification of control duplication between obligations and risks, including mapping and scoring of control linkage to guide control updates.
- Automate basic control checks like obligation linkage and evaluation of descriptions, allowing Line 2 and Assurance teams to focus on testing operating effectiveness.

## Reduce risk of change implementation

- Increase your teams' understanding of company-wide obligations. Test breach scenarios upfront, to understand if outcomes could lead to regulatory breach events.
- Change owners often complete compliance assessments without understanding what their obligations are. Obligation statements are accessible and interactive to review upfront, improving accuracy of impact assessments.
- Compare existing authoritative instruments with drafts or updated versions to automatically identify changes. Compare authoritative instruments or sources (e.g. policies) for common or contradictory obligation statements.

## Are you ready to uplift your compliance using AI?

See our AI-driven compliance approach in action.

**Talk to our team today.**



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