



A High AI-Q<sup>™</sup>  
Company



# Advancing GRC Maturity Toward Measurable, AI-Enabled Governance

Evaluating governance, risk, and compliance maturity to enable measurable oversight and AI-driven governance transformation.

## Overview

- Conducted a comprehensive GRC maturity assessment across nine governance domains to evaluate governance effectiveness.
- Established a maturity baseline at Level 3 (Defined), identifying gaps in policy lifecycle, risk remediation, and operational alignment.
- Delivered a structured roadmap to advance toward Level 4 (Measured) through automation, KPIs, and AI-enabled governance.
- Enabled stronger risk visibility, governance alignment, and regulatory readiness across enterprise functions.



## Client Profile

A South Africa-based financial services institution offering investment, advisory, and financial management services. Operating in a highly regulated environment, the organization maintains structured governance practices, including enterprise risk management, board-level oversight, and internal audit supervision across its operations.

## Fragmented Governance and Limited Measurability Across Risk and Compliance

- Governance policies existed but lacked consistent lifecycle enforcement and alignment with evolving regulatory standards.
- Manual, spreadsheet-driven workflows limited visibility, automation, and audit defensibility.

- Overlapping roles and resource constraints reduced operational independence in key governance functions.
- Gaps between governance oversight and technical implementation impacted control consistency and enforcement.

## **QBurst Solution: Structured GRC Maturity Assessment and AI-Driven Governance Roadmap**

We conducted a comprehensive GRC maturity assessment across nine governance domains to evaluate governance structures, operational risk processes, and compliance mechanisms. across the organization.

1. Governance, Policies, and Leadership
2. Asset Management
3. Risk Management
4. Privacy and Data Protection
5. Access Management
6. Change, Patch, and Vulnerability Management
7. Third-Party and Vendor Risk Management
8. Incident Response and Business Continuity
9. Monitoring, Metrics, and Continuous Improvement

Using a five-level maturity model, we assessed both governance design and real-world implementation through documentation reviews, stakeholder interviews, and control validation. The assessment established a Level 3 (Defined) maturity baseline and identified targeted opportunities to advance toward Level 4 (Measured) through automation, KPI-driven governance, and improved cross-functional alignment.

## **Governance Strengths and Improvement Areas**

We validated several established governance capabilities, including structured policies, board-level reporting, incident management processes, and active risk registers, forming a stable foundation.

### **Opportunities for Advancement Identified**

- Strengthening policy lifecycle management and regulatory alignment
- Improving integration of privacy governance with enterprise risk management
- Enhancing remediation enforcement and escalation discipline
- Aligning governance oversight more closely with operational implementation

### **AI-Driven GRC Advancement Roadmap**

To transition toward measurable governance, we proposed an AI-enabled GRC model focused on:

- Governance and Oversight: Formalized governance structures, AI asset inventory, and real-time regulatory tracking
- Risk Management: Data-driven risk monitoring, standardized governance scorecards, and executive-level decision frameworks
- Compliance and Operations: Human-in-the-loop controls, integration of ISO 42001 governance practices, and secure audit trails
- Training and Awareness: Role-based governance training and improved awareness of AI-related risks and controls

## **Implementing a Multi-Layered Governance Evaluation Framework**

- Questionnaire-driven maturity baseline across governance and operational domains
- Detailed review of policies, procedures, and governance documentation
- Stakeholder discussions to validate real-world implementation of controls

- Workflow and process analysis across risk, compliance, and operational functions
- Cross-domain evaluation spanning governance, security, and enterprise operations

## **Impact: Measurable Governance and Strategic Value Delivered**

- Established a clear enterprise-wide GRC maturity baseline at Level 3 (Defined).
- Enabled a structured transition toward Level 4 (Measured) through KPI-driven governance and automation.
- Improved alignment between governance frameworks and operational execution across teams.
- Strengthened enterprise-wide risk visibility, oversight effectiveness, and remediation prioritization.
- Enhanced regulatory defensibility and audit readiness through structured governance practices.
- Increased coordination between governance, security, and operational functions.
- Positioned the organization for AI-enabled, scalable, and future-ready governance maturity.