

# Iceberg APS

Driving user adoption and self-sufficiency



**Iceberg’s APS services provide organizations with post-production resources to drive user adoption and help achieve maximum agility and value and from their GRC program.**

Successful GRC programs are built on four factors:

1. User adoption – in other words, people actually using the solution and trusting the data.
2. The ability to effectively collect information and generate reports to management and stakeholders.
3. Refreshing and updating your GRC solution to stay current with evolving requirements.
4. A self-sustaining program, with internal resources who are knowledgeable and capable on the platform.

Iceberg APS provides organizations with a range of flexible options to augment, support, and mentor internal resources to maintain and expand your GRC program.

**Organizations across North America have used Iceberg APS to address a number of operational challenges:**

- A lack of trained and experienced in-house resources to manage administration and operation of their GRC application.
- The need to focus highly-skilled internal resources on new solutions, rather than on supporting existing implementations.
- The ability to adapt quickly to changing business requirements and situations.
- Limited access to senior resources to provide advice and best practice recommendations.
- A need for mentoring in order to foster self-sufficiency in growing and supporting RSA Archer.
- Restrictions on hiring new full-time employees, or challenges with turnover of Archer resources.

## Four flexible service options

### ARCHER DEDICATED SUPPORT

Our most popular option allows you to augment your IT team with our skilled and experienced GRC developers. We have over 25 certified and practicing Archer admins on staff who will become a reliable, knowledgeable extension of your Archer team. Two levels of support available: 30 hours or 75 hours per month.

### ARCHER ON-DEMAND SUPPORT

This option gives you the flexibility of when and how to use Iceberg’s experienced resources. Start with a block of hours and draw down on those hours as you submit requests for Iceberg developers, GRC consultants, SMEs and trainers. We bill on a time & material basis.

### ARCHER SKILLS DEVELOPMENT

A mentoring program developed for IT resources who already have some experience configuring Archer. The learning modules are focused on empowering developers to leverage Archer’s full functionality to create workflows and effective user interfaces, enhancing the training that they have had on business modules or use cases.

### ARCHER SANDBOX ENVIRONMENTS

A simple and cost-efficient way to quickly spin up an environment, and empower your team to develop their skills. Individual sandboxes can be provisioned for your staff for prototyping, skills development and exploration.

*“The level of service has been excellent. They’re very responsive, very knowledgeable, very professional. I’m completely comfortable and confident that Iceberg can quickly address any critical issues that we may have with our system... I know that we can be successful because I have Iceberg with me.”*

*—GRC Program Owner at a U.S. Health Care Facility*