



ISOLTX: I²MAS™

The Market Maker, not Market follower

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Advanced Auditing Techniques (AAT) and Internationally Certified Train the Trainer

Table of Contents

Introduction,	2
ISOLTX-I ² MAS™ and integrated Incident Management.....	2
ISOLTX-I ² MAS™ and Investigation Management.....	3
ISOLTX-I ² MAS™ and Risk Based Thinking	3
BI vs PI.....	4
ISOLTX-I ² MAS™: Integrated Management Systems (IMS)	4
Artificial Intelligence (AI), Machine Learning (ML), etc	5
The Way forward:.....	5
Contact ISOLTX:	6

Introduction,

What is ISOLTX-I²MAS™?

Well, this is a futuristic and forward-looking Incident and Investigation Management Assurance System and the abbreviation I² represents the Incident and Investigation part of the Management Assurance System.

This article will challenge your thinking about I² software. ISOLTX-I²MAS™ is currently the market leader in futuristic thinking within the I² software space.

ISOLTX-I²MAS™ and integrated Incident Management

ISOLTX-I²MAS™ is the only I² software which makes provision for every type of Incident, based on the International Standards Organisation (ISO) global best practices in every environment, such as:

- Occupational Health and Safety Incidents (ISO 45001)
- Security Incidents (ISO 18788)
- Business Continuity Incidents (ISO 22301)
- Quality Incidents (ISO 9001)

- Environmental Incidents (ISO 14001)
- Medical Devices (ISO 13485)
- Etc.

Provision has been made currently for 15 various ISO standards with every type of incident included in this comprehensive, integrated ISOLTX-I²MAS™.

Many Incident Management Systems are just used for incident capturing; thus, it is just a depository which can provide reporting on the basic information, which you as an entity has configured, based on your knowledge of your own environment.

ISOLTX-I²MAS™ and Investigation Management

Investigation management has its own uniqueness in every ISO as mentioned above. But essentially, the basics stay the same. Follow the evidence and ensure that your evidence leads to the **Root Cause Analysis (RCA)** which needs to be conducted.

If one looks at an Occupational Health and Safety perspective, the objective would be Duty of Care and the prevention of **Injuries on Duty (IoD)**. From a Business Continuity perspective, one would be looking and the disruption of services and products and the criticality of each disruption or interruption. The RCA will be different from an IoD. From a Quality perspective, the product and services will be investigated and how this can be improved, through the RCA of the business process, the Ishikawa or Fishbone RCA analysis. From a Security perspective, it would be what was lost, broken and the Intend and unlawfulness of the incident.

ISOLTX-I²MAS™ and Risk Based Thinking

Risk Management has evolved over the past 10-15 years, where GRC systems has only started to address risk about 10 years ago. The ISO environment has undergone a dramatic evolution to incorporate Risk Based Thinking (RBT) into every standard issued since 2015 (e.g.: Iso 9001, ISO 14001, ISO 18788, ISO 22301, etc.).

This has placed tremendous demands on the I² software to adapt to these new demands. Most of these I² software's are still trading water in this regard as their methodology is stuck and build on old methodologies.

With ISOLTX-I²MAS™, we analysed over 15 ISO standards and integrated all the requirements into the ISOLTX-I²MAS™ software, with measurements based on purist Risk Management Methodologies, incorporating Risk Based Thinking (RBT)

The I²MAS can not only report on the aggregated incidents, it can categorise it in support of your Industry Specific International Best Practices. The ISOLTX-I²MAS™ can provide for the following:

- Level of Risk (LoR) of each incident
- Level of Assurance (LoA) as a result of the incident
- Internal Control Effectiveness (ICE) on each of the P²ST² ¹Management Controls
- Document Assessment Matrix (DAM) on each control assessed.

BI vs PI

What is this? [Business intelligence\(BI\)](#) comprises the strategies and technologies used by enterprises for the data analysis of business information. BI technologies provide historical, current, and limited predictive views of business operations.

Predictive Intelligence (PI) is a method of delivering experiences unique to each individual or organisation. It enables users to observe subject or incident behaviour, and with every action taken, build a profile of customer, subject or incident preferences. That information is then used to deliver content specific to each customer, subject or incident in real time—across any web-based channel like the web, email, mobile or even a call centre.

Sounds like personalization, right? It is, only better. That's because Predictive Intelligence uses algorithms to deliver content based on estimates of what the customer, subject or incident wants or needs. It anticipates the intent of the customer, subject or incident — then provides a unique recommendation based on what has been observed.

Can your I² software do this?

ISOLTX-I²MAS™: Integrated Management Systems (IMS)

¹ P²ST²: Formula used in Risk Management to assess the Management Controls: NM Snyman: 2020

ISOLTX-I²MAS™ is unique in this space, as it takes the methodologies of various disciplines, ISO, SOX, King IV, Audit (IPPF and ISO 19011) and integrates it into one comprehensive system.

This is providing a standardised approach to what is needed from each system and measuring the health of each of these systems separately and collectively.

The system makes provision for Application Programming Interface (API), to integrate the various governance software into one system and to provide the best available analytics and reporting on this software.

Artificial Intelligence (AI), Machine Learning (ML), etc

AI and ML is the future of any software and if your current I² software do not provide you with a roadmap in this regard, it will be outdated in the next 2-5 years and you as an entity, driving Corporate Governance and Combined Assurance, will have a quantum leap to overcome, as your reporting will be limited and would lack, **suitability, relevancy, adequacy, effectiveness and efficiency.**

With ISOLTX-I²MAS™, you will not have this challenge, as this is already incorporated into our Integrated ISOLTX system, with a full R&D team working on improvements daily.

The Way forward:

ISOLTX-I²MAS™ drives **Performance and Certainty.** ISOLTX-I²MAS™ software developed by two industry leading partners, specialising in internationally recognised and accredited [Training](#), [Advisory Services](#) and [Management System Certification \(MSC\)](#) entity specialising in Management Systems, whether ISO (Internationally), to King IV or Sorbian Oxley (SOX). The second party is a leading University with all the R&D and technical skills needed to build and configure your specific needs.

ISOLTX-I²MAS™ is part of the CAA offerings as a [Platinum Accredited Partner](#) of the Professional Evaluation and Certification Board (PECB), based in Canada, under licence of the International Accreditation Service (IAS) (California). This Elite status and accreditation represent the professionalism CAA addresses every assignment.

We provide all the various end to end services to drive business, which includes a variety of [Management System Toolkits](#), specifically designed for each standard.

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