

Compliance User Survey – August 2015

SUPERVISION CHALLENGES



261 total responses

Top Issues in Supervision

○ Volume Issues

- Time to Review
- Filter out Noise
- Policy Accuracy

○ Coverage Issues

- Social Media Coverage
- Constant Change



Volume Issues

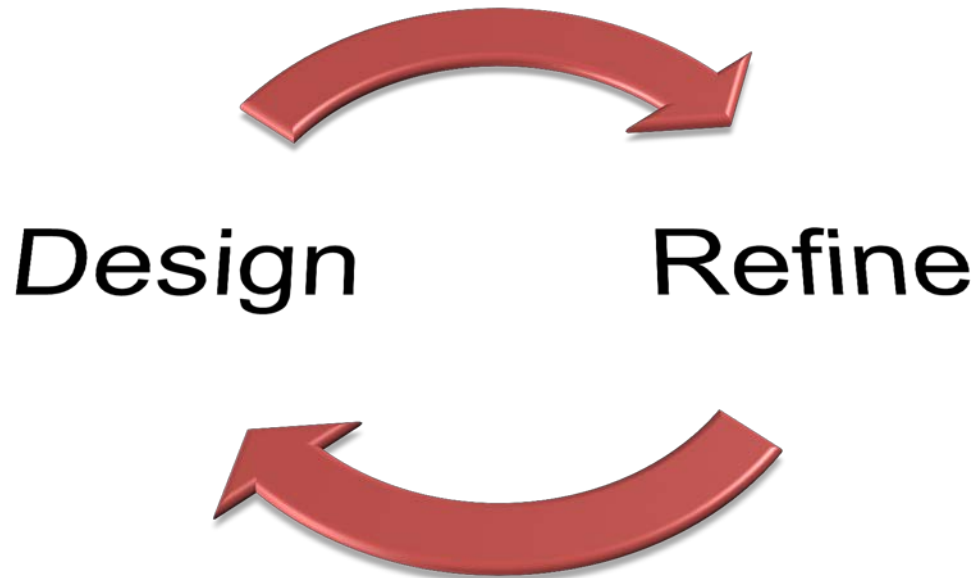
USE BEST PRACTICES

○ Policy Design

- Minimize random sample dependence
- Use tools that go beyond simple lexicon
- Smaller focused lexicons
- Leverage identity
- Design for refinement

○ Policy Refinement

- Plan for regular refinement and update
- Establish baselines to identify change
- Disciplined change management
- Workflow can support refinement
- Report on more than just proof of supervision



Coverage Issues

HOLD PROVIDERS ACCOUNTABLE

- **Social Media Vendors**
 - Push for more compliance controls
 - Work with the most cooperative platforms
 - Keep your users informed
- **Compliance Solution Vendors**
 - Understand the capabilities for coverage
 - Leverage multiple solutions
 - Plan for change

