

A Practical Approach to Model Risk Management and Governance in Insurance: A Practitioner's Perspective

Venugopal Tamraparani

Senior Director, Bahwan Cybertek, Edison, Email: venugopal.tp@gmail.com

Received: 15.10.2019

Revised: 22.11.2019

Accepted: 27.12.2019

ABSTRACT

The application of models in the insurance sector has historically posed both opportunities and problems. Robust model risk management and governance are essential as insurers increasingly depend on intricate models for decision-making. This paper provides a pragmatic viewpoint on tackling these difficulties, based on the experiences of an analytics professional. It addresses the fundamental elements of model governance, including the formulation of explicit protocols for model construction, validation, and oversight. The emphasis is on delivering a systematic methodology for managing model risks, encompassing essential tactics for risk identification and mitigation. Regulatory compliance, while significant, is but one component of a more extensive governance system that guarantees models function within acceptable risk parameters. The article delineates concrete measures for insurers to enhance their model management processes through the integration of real examples and advice, hence improving decision-making and operational resilience in a risk-sensitive context.

Keywords: Insurance, Risk Management, Governance, Insurance, Compliance, Decision Making.

1. INTRODUCTION

This study looks at how internal corporate governance (CG) mechanisms affected risk-taking in USA insurance companies between 2005 and 2014. Insurance firms' operations are opaque and complex since they rely on complex assumptions such as death rates, forthcoming expenses, interval and discontinuance percentages, and impending investment yields [1]. As a result, insurance firms require robust governance, as well as competent accounting and financial reporting requirements, to provide accurate insights into their financial status. However, the World Bank and the International Monetary Fund identify CG as a crucial defence in the insurance sector [2]. In addition, the EU implemented and approved Solvency II in 2009. Solvency II assures that a company's governance and risk management methods are appropriate [3]. We focus on insurance businesses because the ownership structures of various insurers provide an intriguing context for investigating the influence of CG on insurer risk-taking [4]. Insurance businesses were not immune to the recent crisis, and the turbulence at the American Insurance Group (AIG) was blamed on poor CG as well as excessive risk-taking. The financial crisis exposed flaws in executive compensation, board of directors responsibilities, and the importance of risk management, prompting a thorough examination of the various types of current CG mechanisms that could reduce risk-taking [5].

Even though the insurance business in the USA is smaller than the banking sector, it is significant in terms of overall economic activity. The USA has over 600 insurance companies, with total investments estimated to be around £1.9 trillion as of December 2014. This translates to 40% of USA bank assets and equals the total value of USA GDP. Furthermore, the USA insurance sector is a global leader, with the third largest insurance market in the world, and USA insurance firms derive one-third of their revenue from overseas (French, Vital, and Minot, 2015; Adams and Jiang, 2016). Insurance companies also play an important role in ensuring the economy's financial stability. Although insurance companies fared better than other industries in dealing with the financial crisis, strong governance and high accounting and financial reporting standards are critical to enabling an open and robust financial system capable of assisting and supporting the economy's needs. By improving CG, insurers may protect their businesses and individuals from dangers while also strengthening the economy [6]. Overall, the insurance sector's key functions in the USA are accompanied by several governance reforms and regulatory changes that challenge its business models [7], which drove this study.

Debatably, the USA CG Code has improved significantly almost every year. The recent global financial crisis emphasises the importance of good CG structures and systems in maintaining a firm's long-term viability. As a result, the USA CG Codes of 2010, 2012, 2014, 2016, and 2018 (soon) have highlighted the role of the board of directors in creating value for the corporation. According to the FRC (2012), an active board

should endeavour to enhance and improve the firm's values, behaviours, and culture. The "comply or explain" approach is at the heart of the most recent USA CG Code, which went into effect in October 2016. It strives to simplify effective, innovative, and conservative management in order to promote long-term success for businesses (FRC, 2014). Given the importance of CG, some may conclude that sound risk-taking by insurance companies is linked to sound CG. However, due to the complexity and opacity of such organisations, this does not directly answer the issue of which aspects of CG will promote (or decrease) risk-taking.

Thus, this study adds to existing research by examining the effects of insurers' CG environment on their risk-taking behaviour in the USA setting, particularly following the implementation of Solvency II and CG changes. A large body of literature has been published on CG and risk-taking, but empirical evidence for the insurance sector, particularly in the USA, is scarce. As a result, this research will provide light on CG practices and their impact on USA insurance companies' risk-taking. The study adds to the current literature by giving evidence on how board structures, such as audit committees, board independence, and board size, affect risk-taking [8].

Risk Management Model

Effective model risk management can decrease errors, improve decision-making, and minimise business hazards. Here are some components of a strong model risk management framework:

A. Model inventory.

Define what defines a material model, including those with the greatest financial impact, as well as those affecting customers, operations, and laws.

B. Model documentation.

Create a uniform process for documenting models, including standards for model creation, approval, and application.

C. Model review cycle.

Review models on a regular basis to verify they continue to be appropriate.

D. Model development and enhancement.

Keep models updated to reflect changes in the market and economic outlook. Independent model validation. Ensure that assumptions and decisions made during model building are challenged.

E. Performance tracking.

Use performance tracking to detect model drift and probable inaccuracies.

F. Risk Assessment.

Identify models that are crucial to the business and require more frequent assessment.

G. Model control framework.

Perform an initial validation prior to implementation, and regularly assess models and algorithms with the highest risk. Model risk management methods and technologies employ proper processes and technology for managing models, particularly AI-based models. Model risk occurs when the internal control model contains defects or performance gaps. This can result in financial losses, operational disruptions, and ineffective decision-making [9].

Models have long been an important aspect of insurance business operations, and financial models are widely utilised throughout the sector. Traditionally, they have been used to calculate regulatory reserves, pricing new business, asset appraisals, forecasting, reinsurance modelling, and business planning; however, the range of models employed inside insurance businesses is broadening and becoming more sophisticated with time. The rising reliance on models to support business decisions, as well as the connectedness of models employed inside an insurance organisation, underline the importance of organisations reducing model risk. Furthermore, as technology advances quickly, with Artificial Intelligence (AI) and Machine Learning (ML) algorithms becoming more extensively used, the chance of models failing to function as predicted increases [10].

It is critical to demonstrate not only the validity of individual models, but also the effectiveness of the controls that govern model conception, development, revision, and use. Creating a thorough, resilient, and completely integrated Model Risk Management strategy can help demonstrate this and manage the model risks. As we discussed in our first book, there are numerous sorts of model risk that might occur and present issues. Within the insurance business, the implementation of Solvency II in 2016 increased awareness of Model Risk Management for capital models, prompting insurers to invest more substantially to meet the criteria. Other core models used throughout the organisation (for example, in reserving and pricing) are not subject to the same amount of regulatory scrutiny, therefore there may be less incentive to invest in model risk management.

There are numerous real-world examples that highlight the issues insurers have experienced when model risk materialises:

- In 2011, AXA Rosenberg discovered a spreadsheet error that overestimated client investment losses and failed to disclose the inaccuracy. This resulted in a \$242 million punishment and reputational damage.
- In 2011, an inaccuracy in a spreadsheet for the plan valuation for Mouchel Pension Fund was identified, resulting in an £8.6 million profit downgrade and a three-fold drop in share price.

These examples demonstrate the necessity of effective Model Risk Management in preventing errors that can result in financial loss and reputational damage. In recent years, the boundaries of model usage have widened as insurers improve the quality, pace, and breadth of innovation while embracing accessible technologies. While some model risks linked with Solvency II valuation are currently under intense regulatory examination, model risks associated with the broader usage of models are gaining traction [11]. Model Risk Management is gaining traction as a result of regulatory scrutiny, model demand, availability, complexity, and interconnection. Furthermore, insurers are grappling with the significant issues given by forecasting climate change, therefore the risks associated with climate risk modelling are emerging.

A. Increased regulatory scrutiny

On May 17, 2023, the Prudential Regulation Authority (PRA) published policy statement SS1/23 for banks with Internal Models for credit, market, and counterparty credit risk, indicating a significant increase in expectations for Model Risk Management standards for banks. The policy promotes model risk management as a separate risk discipline and establishes five key principles that must be incorporated into each firm's risk management framework: model identification and classification; governance; model development; model validation; and model risk mitigation [12].

In its "Dear CEO" letter to insurers issued in January 2023, the PRA outlined their supervisory priorities for the year, which included risk management as a top focus. In relation to Model Risk Management, and given the central role that models play in supporting risk assessments, the PRA stated that insurers should reassure themselves of the continued validity of their models, taking into account the extent to which the Model Risk Management principles established for banks could be applied and, in particular, whether current validation remains robust in the face of multiple concurrent stresses. PRA stated that there would be a focus on how well insurers' capital models perform in conditions that differ significantly from those that existed when much of the current modelling was established.

In a more local context, the Central Bank of Ireland (Central Bank) and the Financial Conduct Authority (FCA) have focused more regulatory attention on pricing models because of their differential pricing research. The Bermuda Monetary Authority (BMA) issued a Consultation Paper in 2023 outlining improvements to the regulatory and supervisory system that underpins the Scenario Based Approach (SBA), as well as revised recommendations on model risk management. The Model Risk Management changes recommended in this consultation document were formally adopted earlier this year, with an implementation date of March 31, 2024 [13].

2. Risk Management Challenges

The study's weaknesses derive mostly from the utilisation of data. While this technique provides an overview of AI, it has limitations in terms of risk management. One concern is that secondary data may not always reflect current advancements or nuances in the developing AI ecosystem. Due to the rapid speed of improvements, this data may be out of date, resulting in assessments that do not reflect the most recent trends or developing concerns. Furthermore, depending on sources may not provide a comprehensive view of all relevant elements because they are influenced by previous research availability and focus, which may miss unique industry features or new concerns. Another disadvantage is the possibility of partiality in the sources made public. The information gained second hand is susceptible to biases of the researchers or the circumstances under which the data was collected [14].

This may have an impact on the impartiality of the conclusions if the data used in the study fails to provide a representation or too emphasises sectors or regions. Furthermore, this study's methodology primarily ignores direct empirical observations, which could provide richer, qualitative understandings of how AI is deployed and perceived in risk management methods on the ground. Without primary data, such as interviews or case studies from experts in the field, the study may overlook important insights into the practical obstacles, user acceptance, and operational complexities of AI in risk management. To address these constraints, future study should include primary research methodologies like surveys and interviews with risk management experts to gather current and practical ideas. Furthermore, broadening the theoretical framework to encompass a broader range of risk management scenarios and more diversified AI applications may improve the study's robustness and usefulness.

A. Key Elements

In the early 2000s, experts concentrated on defining project governance and delineating the main components of good project management. According to [15], project governance refers to the processes and structures that promote effective and efficient decision-making, communication, and control inside projects. They recognised three major components of project governance: oversight, control, and integration. Subsequent research has elaborated on these characteristics and proposed other components of project governance. For example, [16] stated that project governance should prioritise project benefits and stakeholder participation. Other authors have underlined the significance of project culture and leadership in good project management [16].

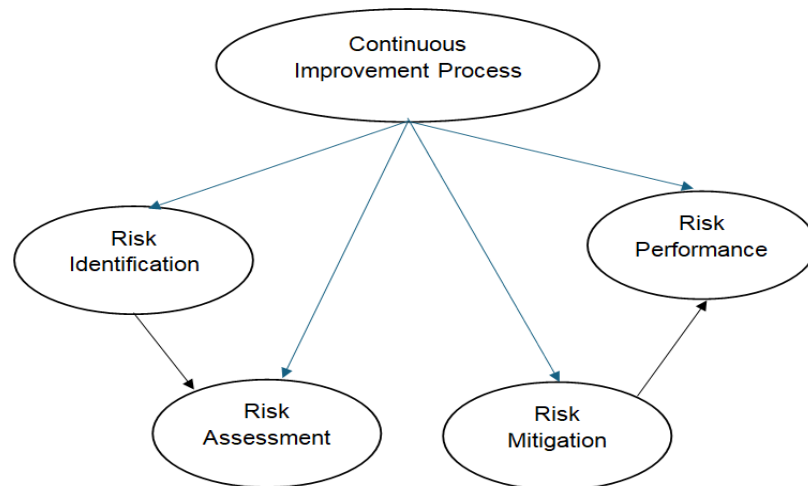


Figure 1. Risk Management Model

As agile approaches to project management have gained popularity, it has become clear that traditional governance frameworks may be ineffective in agile environments [17]. [17] presented a new framework for agile project governance, known as the Agile Governance Framework (AGF). One of the major arguments in the literature on project governance is the optimal amount of governance for various project types. Some researchers suggest that project governance should be standardised across all projects within an organisation [18], whereas others say that governance should be customised to each project's individual demands [19]. Another topic of discussion is the link between project governance and project success. Some scholars contend that effective project governance is a critical driver of project success, while others believe the link is more complex. Since 2000, scholars have proposed several conceptual frameworks and refined their knowledge of the fundamental components of effective project governance, resulting in a considerable evolution of the literature.

Ongoing arguments in the literature involve the optimal level of governance for various types of projects, as well as the relationship between project governance and project success. Identify and define the key components of project governance. Over the years, scholars have advocated a variety of critical project governance components. Some of the most connected and mentioned components are listed below:

1. **Oversight:** According to [20], project governance entails monitoring the project to ensure that it achieves its goals. Oversight entails tracking project progress, recognising risks and concerns, and making decisions to handle them.
2. **Control:** Project governance includes managing the project's resources, scope, timeline, and budget. Establishing controls and procedures is required to ensure that project activities are conducted efficiently and successfully.
3. **Integration:** To provide effective project governance, project activities must be integrated across all levels and functions of the organisation. This includes aligning project objectives with company goals, managing stakeholder expectations, and coordinating the project team's efforts.
4. **Benefit realisation:** According to [21], project governance should include a focus on achieving project benefits. This includes establishing the project's intended benefits, tracking progress towards those advantages, and ensuring that the benefits are realised.

5. Stakeholder Governance Engagement: required Effective engagement of project stakeholders throughout the project lifecycle. This includes recognising and managing stakeholder expectations, interacting with them on a regular basis, and involving them in decision-making processes.
6. Project culture: According to [22], project culture is an important factor in project governance. A positive project culture is defined by common values, beliefs, and behaviours that promote effective project management.
7. Leadership: Effective project governance requires strong leadership. Leaders must set clear project objectives, communicate effectively with stakeholders, and guide and direct project team members.

These components are not exhaustive, and other key project governance features may exist depending on the project's setting and nature. However, these components might help you grasp the important variables that lead to efficient project governance. Specifically, the essential components of project governance are interconnected and collaborate to guarantee successful and efficient project management. Scholars have proposed the following correlations (integrated) between the essential components:

1. Oversight and Control: Oversight and control are inextricably linked since effective oversight necessitates creating controls to ensure that project activities are executed as intended. [23] contend that oversight entails evaluating project performance and making decisions to manage risks and difficulties, whereas control entails managing project resources, scope, schedule, and budget. Optimising organisational value: building a constructively aligned thematic framework for improving project governance
2. Integration and Benefit Realisation: Integration is critical for achieving project benefits, which can only be realised if all project activities are coordinated and aligned with business objectives. [24] argue that effective project governance necessitates the integration of project activities across all levels and functions of the organisation, as well as the definition and measurement of progress towards project benefits.
3. Stakeholder involvement and Project Culture, stakeholder involvement necessitates a healthy project culture that fosters open communication, collaboration, and mutual respect among all project stakeholders. According to [25], a positive project culture consists of shared values, attitudes, and behaviours that promote efficient project management.
4. Leadership and Integration: Strong leadership is required for effective project governance because it establishes clear project goals, communicates effectively with stakeholders, and provides guidance and direction to project team members. Bredillet (2008) highlights the role of leadership in enabling efficient project integration and coordination across all levels and activities of the company.
5. Stakeholder Engagement and Benefit Realisation: Keeping stakeholders involved throughout the project lifecycle is crucial to ensuring that project benefits are realised. Effective stakeholder engagement entails defining and managing stakeholder expectations, interacting with stakeholders on a regular basis, and include stakeholders in decision-making processes.

[26] argue that project governance should focus on realising project benefits by defining the project's expected benefits, assessing progress towards those benefits, and ensuring that the advantages are realised. These are not exhaustive linkages, and depending on the project's specific environment, there may be more relevant links between the key components of project governance. However, knowing these relationships can assist project managers in developing effective governance frameworks that consider all important elements and promote project success.

3. Factors Of Risk Management

A. Predictive accuracy

The transition from traditional to AI-based risk management represents a significant change in how risks are foreseen and handled across industries. AI's ability to analyse and analyse big datasets in real time allows for more accurate and fast risk assessment, resulting in more effective and proactive management methods. In healthcare, AI technologies such as deep learning are used to better forecast patient outcomes by continuously assessing data streams, which traditional methods cannot do efficiently.

B. Decision making

Similarly, as demonstrated by Zest Finance, AI models assess large amounts of atypical data fast to make loan choices in markets where many consumers do not have established credit histories. This quick data processing capabilities greatly reduces decision-making time, outperforming standard models that rely on historical data and manual reviews.

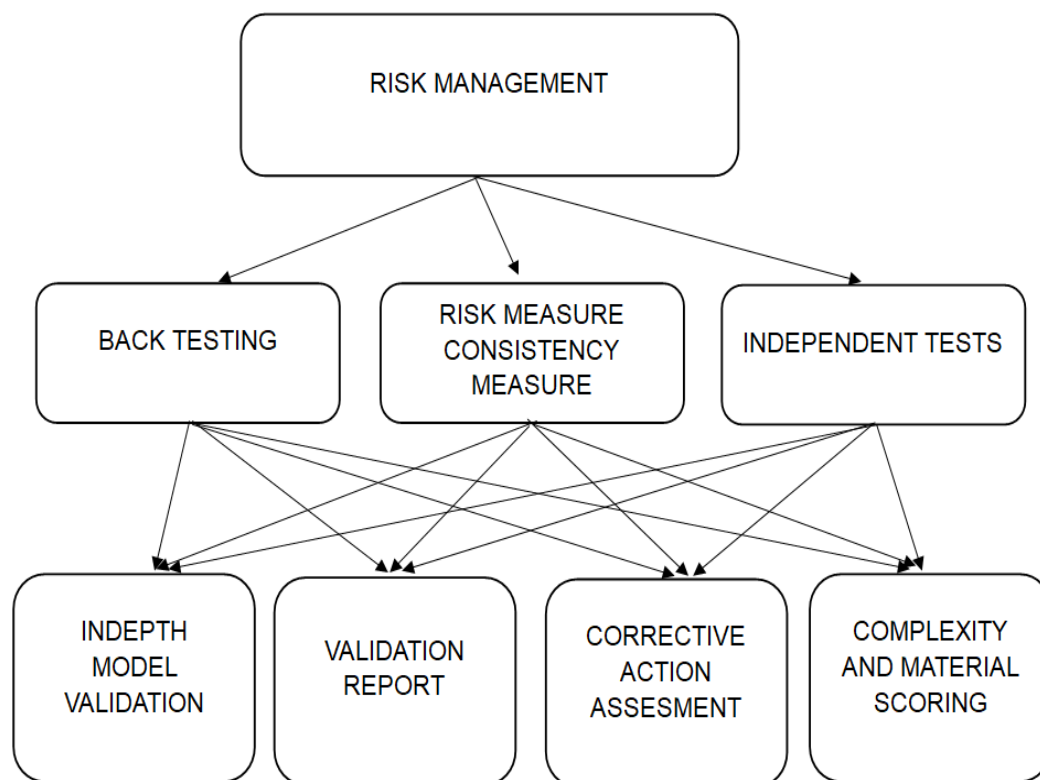


Figure 2. Risk Management Model

C. Scalable and adaptable

Traditional risk management systems may have problems in rapidly adjusting to new market situations or combining diverse sources of data. This lack of flexibility can impede responsiveness in fast-changing situations like financial markets, where risks evolve quickly. For example, existing systems are challenging to adapt to the rapid changes in stock market algorithms and risk variables related with high-frequency trading. AI systems, on the other hand, are intended from the ground up to be scalable and adaptable, allowing them to continuously learn from incoming data.

This dynamic learning power enables AI to change its models in real time to changing conditions, as demonstrated by AI systems that dynamically recalibrate risk models using live market data.

D. Cost effectiveness

Traditional risk management frequently necessitates significant human resources for tasks such as data gathering, processing, and analysis, which can be costly and inefficient. In the banking sector, manual monitoring systems with several compliance inspectors assessing transaction compliance result in substantial labour costs. AI drastically reduces these costs by automating regular and repetitive processes, not just lowering human costs but also increasing process efficiency. For example, AI systems in compliance monitoring can automatically evaluate vast datasets to identify irregularities, decreasing the need for manual inspections and saving operational expenses.

E. Proactive risk identification

Traditional risk management strategies are often reactive, dealing with problems only after they have occurred, which can be problematic in industries where quick reactions are required. Traditional credit risk systems, for example, alter their methods only after defaults have happened, which is sometimes too late to prevent severe losses (Kumar et al., 2024). Conversely, AI's proactive skills allow for the forecast of potential risks before they arise. AI can foresee prospective loan defaults using predictive analytics by assessing current financial habits and economic trends, allowing institutions to take proactive steps such as reducing credit limits or providing early interventions. Customisation and Flexibility Traditional risk management strategies frequently rely on standardised models that may not meet the individual demands of all organisations or be easily adaptable to industry developments. For example, existing risk assessment systems in insurance may fail to account for individual customer profiles or developing risk factors such as cyber risks. However, AI provides solutions that are extremely customisable and suited to specific business processes or industry requirements. AI-driven risk management systems can be built to

take into account unique characteristics specific to each organisation, such as bespoke risk factors in the insurance business, making risk assessments more relevant and effective.

F. Clarity and explainability

Traditional models, because to their simplicity, are more transparent and easier to grasp, which is useful for regulatory compliance and stakeholder communication. For example, linear regression models used to evaluate loan applications are simple and easy to explain to regulators. AI models, on the other hand, frequently lack transparency since they use complicated algorithms whose decision-making processes are difficult to understand. This opacity, known as the "black box" issue, presents challenges in industries where understanding the basis of decisions is critical, such as healthcare or financial services, where explaining the basis of a loan denial or medical diagnosis is required for compliance and trust.

Table 1. AI-Based Risk Management Aspects

Aspect	Traditional Risk Management	AI-Based Risk Management
Accuracy Prediction	Relies on static, historical data and linear models that may not depict the complex dynamics of today's financial markets.	Improves accuracy by using machine learning techniques to analyse large datasets and react to new information in real time.
Making Proper Decision	Decisions are made using structured processes and extensive human intervention.	Automates decisions, allowing for continuous, real-time assessments and reducing human bias.
Adaptable Scalability	Lacks the ability to quickly react to new data or changes, limiting its efficacy in dynamic environments.	Provides scalable and adaptive systems that constantly learn and adjust to new facts.
Cost Effectiveness	Resource-intensive, with significant human intervention and associated expenditures.	Reduces labour expenses by automating processes and improving operational efficiencies.
Risk Identification	Typically reactive, with a focus on managing hazards once they are identified.	Predictive skills are used to identify risks before they occur, allowing for preemptive intervention.
Explainability Transparent	More transparent because simpler models are easier to grasp and explain.	Predictive accuracy Complex models can generate "black box" scenarios that test transparency and explainability.

4. Risk Mitigation And Identification

Institutions face model risk when decisions are heavily reliant on internal model outputs when mistakes occur during model development, implementation, or use, leading to possible loss. Comprehending Model Risk As a result of the widespread use of sophisticated quantitative models in various fields, model risk has become a significant and pressing issue. Mainly due to the appropriate usage and implementation of the model and potential defects in the models, the risk arises. Errors and inaccuracies can result in significant financial losses, poor organizational decision-making, and damage to institutional reputation.

A. Model risk occurs mostly due to two reasons

- The model could have basic flaws that cause incorrect results for its intended purpose.
- The erroneous or inappropriate application of the model.

Since model risk is caused by the employment of models, it is appropriate to define a model. A model is a quantitative system or mathematical representation that uses input data to generate quantitative estimates for various variables. A model is a collection of changeable assumptions and data for inputs, processes, outputs, and situations. It employs mathematical, statistical, financial, and economic data and procedures in its model. A model has three main components:

1. Inputs: Data and model assumptions.
2. Process: Processes that convert inputs into quantitative estimations.
3. Reporting: Transforming estimates into useful information for management.

B. Inputs of Model Risk

- ✓ Data:

Data utilized in a model may be incorrect, missing, or skewed. It is critical in constructing an effective model; therefore, inaccurate data can jeopardize the entire model.

- ✓ **Model implementation:**
Incorrect and/or insufficient model implementation can result in inaccurate or erroneous findings, which can have negative consequences for model outcomes and the organizational decision-making process.
- ✓ **Methodology:**
Statistical approaches contain their own set of flaws, such as sampling and standard errors in regression modelling.
- ✓ **Parameters and assumptions:**
Unrealistic and erroneous assumptions might change the intended parameters of a model, increasing risk. When fitting model parameters, an error can occur that causes the model to be calibrated.
- ✓ **Misuse:**
An otherwise effective model may be rendered invalid due to inappropriate application.
- ✓ **Interpretation:**
Misinterpreting model results poses a substantial danger since an incorrect course of action is likely to be taken.
- ✓ **Inventory:**
Model risk occurs when model inventory is incomplete or wrong.

The Risk Model life cycle should comprise the processes as mentioned below:

1. **Modelling Risk Standards:**

Minimum requirements for model creation should be established, and they must be followed and respected. Internal standards should be comparable to or higher than statutory standards such as Supervisory Guidance on Model Risk Management (SR 11-07). The standards should include criteria for data quality, model updates, model use, expert judgment, model methodology, model validation, documentation, external model data, and model reporting, among other things.

2. **Model Risk Appetite:**

Following the adoption of a risk policy, it is prudent to provide a well-articulated statement of the Board's model risk appetite for successful model risk management. Risk appetite refers to the amount of risk that an organization is willing and capable of accepting in order to achieve its goals. The level of risk appetite for model risk will be determined by the model's intended application. Model risk appetite should be expressed in terms of risk tolerance and other relevant metrics, such as aggregate quantitative risk exposure, the number of high-risk models, and so on.

3. **Model Risk Identification**

It is vital to determine the specific hazards to the organization. An inventory of existing models should be done to detect significant model modifications. The model inventory should categorize the following features (among others):

- a. Model name.
- b. Describe the model's purpose.
- c. How is the model used?
- d. Frequency of use
- e. Model assumptions or inputs.

4. **Model Risk Assessment and Measurement**

Each model's risk must be assessed quantitatively and qualitatively. Both techniques will result in an enterprise-wide risk assessment framework. Model risk is quantified using a variety of model risk measurement methodologies, or it can be approached in an operational risk style model. There are three major strategies for quantifying risk, notably:

- a. Sensitivity analysis entails modifying model assumptions and parameters, as well as monitoring changing outcomes.
- b. Backtesting - Testing a model using historical data and comparing the output to previous results.
- c. A challenger model compares the results of a model to the results of another alternative model using the same data.

A quantitative evaluation will measure and combine each distinct quantified model risk assessment using relevant correlation variables. Qualitative risk assessment considers the model's fit for purpose. The results will reveal model robustness, which will influence the model risk rating. A qualitative assessment takes into account the use of qualitative metrics to determine risk in a model, namely model compliance with standards, cumulative model errors, the level of model risk assessment, and other qualitative aspects.

5. Model Risk Mitigation.

Potential risk mitigation measures may include the following:

- Changes to the model's development process
- Carrying out supplementary model validation, taking into account changes in the nature and structure of current risks, as well as the appearance of new risks to which the organization is subject.
- Independent expert judgments are used to understand model results in the face of model uncertainty.
- Model compliance and application to new risk rules
- Improvements to model efficiency and applicability, such as extra capital, can assist limit risk.

6. Model Risk Monitoring and Reporting:

The model's risk monitoring and reporting function aims to identify the following issues:

Monitoring whether model risk policy and risk appetite are being followed as intended. If a divergence occurs, the process will propose whether management involvement is required. A material model inventory should be performed on each model to determine whether it is being used in accordance with the MRM policy framework. The results of model risk assessment and validation should be analyzed, and any shortcomings found should be addressed.

An overview of emerging trends in model risk management and any other pertinent issues.

5. Ai Enhancement In Risk Management

AI enhances risk management. This thesis effectively bridges the gap between theoretical expectations and actual facts while investigating Artificial Intelligence (AI) in risk management. Theoretically, AI can dramatically improve risk management by using its skills. These theoretical features are thoroughly examined, implying that AI can revolutionize existing risk management approaches, which are often slow, reactive, and relying on past data. The empirical findings of this thesis give strong evidence to support these theoretical arguments. For example, in credit risk management, AI technologies go beyond traditional bounds by combining different types of data and employing advanced analytics. The thesis explains in detail how AI systems surpass traditional techniques by providing faster and more accurate creditworthiness assessments.

This not only verifies theoretical claims about AI's sophisticated analytical powers, but it also demonstrates how they translate into real-world efficiency and efficacy. Furthermore, the data demonstrate AI's disruptive impact on market risk management. AI-powered systems have showed a departure from the methodologies generally used in methods. AI enables organizations to predict and prevent possible volatility by continuously analyzing market data. This proactive approach is firmly associated with the theoretical debate of AI features, implying that AI's ability to handle massive volumes of data in real time considerably improves decision-making. In operational risk management, AI's continuous monitoring and data analysis skills enable the early detection and mitigation of possible disturbances, considerably improving operational efficiency and resilience.

For example, 28 odd vibrations or temperature fluctuations. This practical application demonstrates the theoretical benefits described, highlighting AI's role in enhancing the speed and accuracy of decision-making processes in real-time circumstances. Finally, the automation of compliance processes with AI significantly minimises the likelihood of noncompliance when compared to traditional systems that rely on manual oversight and delayed correction. AI keeps compliance processes up to date with regulations without requiring significant human participation. An automated system is critical, especially in businesses where rules frequently change and the risk of not following them is considerable. This ability directly reflects AI's theoretical framework for increasing efficiency and lowering human mistakes.

6. Risk Management Metrics

Frequently, risk management teams fail to collect the necessary measurements to analyse data that informs strategic decisions. Here are some essential risk management measures and KPIs that you should be monitoring.

1. The number of dangers recognized.

It's critical to keep track of the number of risks detected in various sections of your organisation. This allows you to have a better understanding of the potential network, system, or project threats and weaknesses. To get a complete picture of your risk management performance, you should compare the number of risks recognised to the number of risks that happened, and then to the number of risks mitigated.

2. The number of dangers that have happened

It's also important to assess the number of risks that turned into events in order to better guide your risk management plan. This measure can provide more insight into whether or not your risk management process is effective. Assume you've identified a large number of hazards that have manifested into full-blown concerns in your organisation. As a result, the risk team would need to alter their management and remediation strategies in order to prevent new risks from occurring. Ultimately, the goal is to reduce the number of hazards as much as feasible.

3. Percentage of risks monitored.

First and foremost, it is critical to monitor 100% of all identified hazards. Risk teams can then use security ratings to prioritise higher-impact problems for remediation. Routine risk assessments and regular monitoring of all identified hazards can help your organisation recognise growing cyber threat levels. This will also allow your team to take immediate action on specific cyber dangers that are more likely than others to occur.

4. Percentage of risk mitigated

Risk mitigation is an important element in the risk management process. The organisation must not only examine and analyse the sorts of risks existing, but also devise a strong strategy to eliminate or reduce those risks. Risk teams can use risk assessments to prioritise and allocate resources as needed. This allows them to avoid inefficiencies caused by wasting effort on low-impact hazards. Risk teams should always strive to have their risk mitigation plan effectively decrease or eliminate all the prioritised risks.

5. The cost of risk management initiatives

According to Cybersecurity Ventures, global cybercrime expenditures are anticipated to total \$10.5 trillion per year by 2025. As a result, it is vital to have an effective risk management strategy in place to save your company money in the long term. Risk management systems might be pricey, but they can undoubtedly save organisations money by preventing cyber threats from becoming issues. With a strong risk management strategy in place, organisations can recover considerably faster, retain their reputation, and avoid incurring huge recovery expenses.

The RMI is defined as an average of the four composite indicators as,

$$RMI = \frac{(RMI_{RI} + RMI_{RR} + RMI_{DM} + RMI_{FP})}{4}$$

Whereas,

- RMI_{RI} → Risk Identification Indicator
- RMI_{RR} → Risk Reduction Index
- RMI_{DM} → Disaster Management Index
- RMI_{FP} → Financial Protection

Table 2. Develop Risk Management Skills and Resources

	Quality Making	Decision	High Program Stability	Proactive Organization	Open
Develop Risk Management Skills And Resources					
Performance and Motivation RM	0.45	0.47	0.43	0.47	0.47
Process Implement RM	0.55	0.42	0.42	0.53	0.54
Sufficient Resource RM	0.58	0.48	0.42	0.57	
Cross Functional and Organization	0.47	0.45	0.44	0.49	0.45
Human Factors RM	0.47			0.45	0.44

Figures 3 & 4 indicate the qualification levels for the indicators and are used to process the data. The x-axis in Figure 3 shows the value of the indicators, while the y-axis shows the degree of membership for every category of qualification, where 1 represents total membership and 0 represents non-membership. Risk management performance is determined by the membership of these functions, whose shape corresponds to the sigmoide function shown in Figure 4, which represents the effectiveness of risk management as a function of performance. Figure 4 demonstrates that growing risk management effectiveness is nonlinear since it is a complex process. Progress is sluggish at first, but as risk management improves and becomes more sustainable, performance and effectiveness improve.

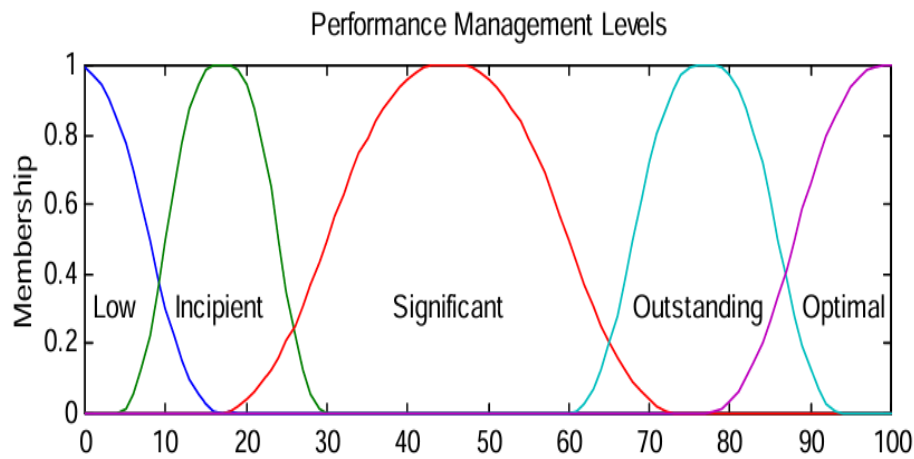


Figure 3. Performance Management Level

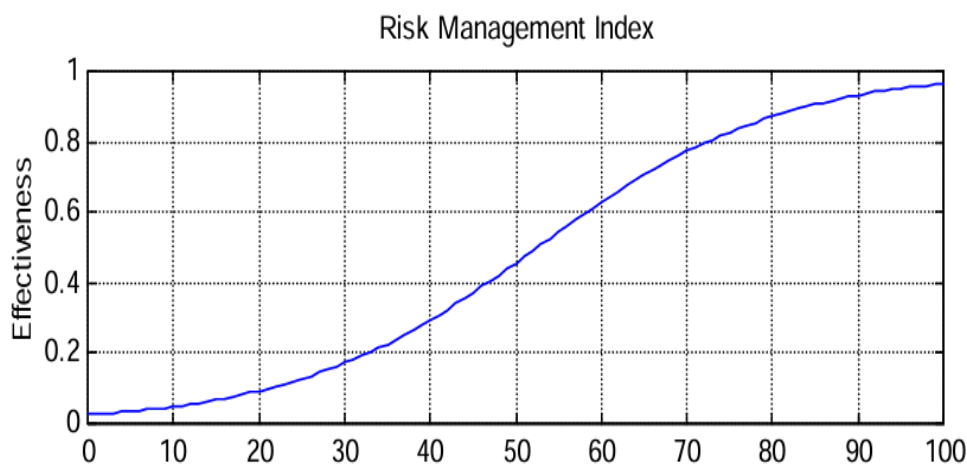


Figure 4. Risk Management Degree

7. CONCLUSION

Examined the revolutionary potential of Artificial Intelligence (AI) in risk management, addressing key research questions about AI's advantages over traditional techniques, as well as the associated obstacles and opportunities. It decisively demonstrates that AI significantly improves risk management capabilities by increasing prediction accuracy, operational efficiency, and strategic adaptability. AI's data processing capabilities enable more detailed analysis, resulting in accurate forecasts and proactive management methods that are especially useful in industries such as banking and healthcare, where speedy and reliable risk assessment is critical.

AI integration into operational and compliance processes considerably decreases human labour, errors, and decision-making time, improving organizational resilience and efficiency. Furthermore, the study demonstrated how AI technologies provide tailored and scalable solutions, which are critical for adjusting to the dynamic and complex risk landscapes of modern enterprises. These improvements illustrate AI's ability to not only respond to current hazards but also forecast potential future issues, changing traditional reactive risk management into a more proactive strategic approach. However, the study admits substantial obstacles associated with AI implementations, particularly in terms of transparency, ethical implications, and the necessity for ongoing human monitoring to eliminate biases and interpret complicated AI judgements.

REFERENCES

- [1] Bredillet, C. N. & Tywoniak, S. (2000) Beyond the project: A view from the periphery, *Project Management Journal*, 31(3), pp: 33-42.
- [2] Bredillet, C. N. (2008) From management science to systemic wisdom: a socio-ecological holism manifesto, *European Management Journal*, 26(6), pp: 385-396.

- [3] Crawford, L. & Pollack, J. (2004) Hard and soft projects: a framework for analysis, *International Journal of Project Management*, 22(8), pp: 645-653. DOI: <https://doi.org/10.1016/j.ijproman.2004.04.004>
- [4] Crawford, L., Hobbs, B. & Turner, J. R. (2006) Aligning capability with strategy: Categorizing projects to do the right projects and to do them right, *Project Management Journal*, 37(2), pp: 38-50. DOI: <https://doi.org/10.1177/875697280603700205>
- [5] Transformations towards the "next Normal." DOI: <https://doi.org/10.31705/WCS.2021.Hartman>, F. T. & Ashrafi, R. (2002) An integrated framework for project portfolio selection, *International Journal of Project Management*, 20(1), pp: 13-23.
- [6] Maylor, H., Vidgen, R., Carver, S. & Fink, D. (2006) Towards a duality theory of project management, *Project Management Journal*, 37(3), pp: 48-59.
- [7] Müller, R. & Jugdev, K. (2012) Critical success factors in projects, *International Journal of Managing Projects in Business*, 5(4), pp: 757-775. DOI: <https://doi.org/10.1108/17538371211269040>
- [8] Hobbs, B. & Aubry, M. (2008) A multi-phase research program investigating project management offices (PMOs): The results of phase 1, *Project Management Journal*, 39(3), pp: 74-86.
- [9] Müller, R. & Turner, J. R. (2007) Matching the project manager's leadership style to project type, *International Journal of Project Management*, 25(1), pp: 21-32. DOI: <https://doi.org/10.1016/j.ijproman.2006.04.003>
- [10] Johansen, T. H. & Grønhaug, K. (2015) Buying professional services: Client experience and credence qualities, *Journal of Business Research*, 68(7), pp: 1488-1494.
- [11] Joslin, R. & Müller, R. (2015) Relationships between a project management methodology and project success in different project governance contexts, *International Journal of Project Management*, 33(6), pp: 1377-1392.
- [12] Joslin, R. & Müller, R. (2016) The relationship between project governance and project success, *International Journal of Project Management*, 34(4), pp: 613-626. DOI: <https://doi.org/10.1016/j.ijproman.2016.01.008>
- [13] Pemsel, S. & Wiewiora, A. (2013) Project management office a knowledge broker in project-based organizations, *International Journal of Project Management*, 31(1), pp: 31-42. DOI: <https://doi.org/10.1016/j.ijproman.2012.03.004>
- [14] Söderlund, J. & Borg, E. (2011) The projectification of everything: Projects as a human condition, *Project Management Journal*, 42(4), pp: 4-16.
- [15] Söderlund, J. & Borg, T. (2011) The project economy: A conceptual framework, *International Journal of Project Management*, 29(8), pp: 991-1001.
- [16] Samaratunge, R. & Pillay, S. (2011) Governance in developing countries: Sri Lanka and South Africa compare, *International Journal of Public Administration*, 34(6), pp: 389-398. DOI: <https://doi.org/10.1080/01900692.2011.570003>
- [17] Winter, M., Smith, C., Morris, P. W. G. & Cicmil, S. (2006) Directions for future research in project management: The main findings of a USA government funded research network. *International Journal of Project Management*, 24, pp: 638-649. DOI: <https://doi.org/10.1016/j.ijproman.2006.08.009>
- [18] Yong, A. & Muller, R. (2010) Contractual and relational governance in IT outsourcing: Propositions for their effects on control and coordination of outsourced work, *Journal of Information Technology*, 25(1), pp: 62-73.
- [19] Wernerfelt, B. (1984) A resource-based view of the firm, *Strategic Management Journal*, 5(2), pp: 171-180. DOI: <https://doi.org/10.1002/smj.4250050207>
- [20] Pemsel, S. & Müller, R. (2012) The governance of knowledge in project-based organizations, *International Journal of Project Management*, 30(5), pp: 663-674.
- [21] Sanderson, J. (2012) Risk, uncertainty and governance in megaprojects: A critical discussion of alternative explanations, *International Journal of Project Management*, 30(4), pp: 432-443. DOI: <https://doi.org/10.1016/j.ijproman.2011.11.002>
- [22] Srivastava, S. K. (2007) Green supply-chain management: A state-of-the-art literature review, *International Journal of Management Reviews*, 9(1), pp: 53-80. DOI: <https://doi.org/10.1111/j.1468-2370.2007.00202.x>
- [23] Javed, T. & Malik, M. F. (2016) The impact of social media on consumer buying behavior in Pakistan, *International Journal of Marketing Studies*, 8(1), pp: 190-200.
- [24] Jayasundara, C., Jayawickrama, V. & Sivaganathan, A. (2013) Effectiveness of Project Management Tools used in the Sri Lankan Public Sector, *Sri Lankan Journal of Management*, 18(3&4), pp: 138-164.

- [25] Kumara, S. K., Warnakulasuriya, B. N. F & Arachchige, B. J. H. (2016) Critical Success Factors: En Route for Success of Construction Projects, *International Journal of Business and Social Science*, 7(3), pp: 27-37. Available from: https://ijbssnet.com/journals/Vol_7_No_3_March_2016/4.pdf.
- [26] Nanthagopan, Y, Williams, N. L. & Page, S. (2016) Understanding the nature of Project Management capacity in Sri Lankan non-governmental organisations (NGOs): A resource-based perspective, *International Journal of Project Management*, 34(8), pp: 1608-1624. DOI: <https://doi.org/10.1016/j.ijproman.2016.09.003>