Sponsor request: NovaBridge Relay

From: Samira Haddad, Head of Support Operations **To:** Fatima Al-Sayed, GRC; copy Aisha Rahman (IT), Jordan Ellis (Engineering) **Date:** 2026-10-14 **Subject:** GRC review needed for NovaBridge Relay go-live

Fatima,

We need a GRC recommendation so we can sign the NovaBridge MSA / DPA and go live on **2026-11-17**.

Harborline is consolidating employee support into one portal. Today IT and People tickets live in two aging tools plus shared inboxes. Agents lose context, and employees wait. NovaBridge Relay is the selected platform for **internal IT and People (HR operations) support**. That is the Day 1 stated use.

This is not the EHR. This is not member or patient chat. Agents will see employee names, work email, device details, and People tickets that can include performance, accommodations, and workplace-investigation notes. That is confidential workforce data. It is still employee support, not clinical records.

Implementation with NovaBridge professional services has already started. If we stop now, the next viable vendor would slip us into Q1. Leadership wants the employee portal live this quarter.

I am asking for a recommendation in time to sign. From my side:

- Target go-live is 17 November 2026 (about 30 days from this note, a little less from a mid-October freeze).
- The commercial team has been working a 45-day implementation window counted from a contract signature we hoped to complete last week. That window and the go-live date are both still on the table. Please reconcile them against the review freeze GRC is using.
- I expect **SSO** at launch so Harborline joiner/leaver processes apply. Please confirm that with Engineering if the vendor packet says something else.
- Optional **NovaBrief** AI summarization is a productivity add-on for agents. It is not why we bought Relay. We can leave it off for Day 1 if GRC needs that.
- Please do not treat GRC as the department that "slows Support." I need a recommendation I can take to the operating sponsor. If you need conditions, write them so we can staff them.

I will own the business outcome. I am not asking GRC to personally accept residual risk that belongs with an executive or risk committee. I am asking GRC to assess the evidence, name the risks, and recommend a decision.

Samira