



**The platform to support  
your organization across the areas of  
Governance, Risk & Compliance**

## MAIN REFERENCES






## FOREWORD



This document illustrates some of the most significant **past performances** regarding the **use** of the **EPICK™ platform and the associated expert consulting services** in Governance, Risk and Compliance.

Abstracts of the experiences in the following sections will be illustrated:







- The **Italian Ministry of Defense** - General Secretariat of the Defense Department, Directorate of Air Force Armaments and Airworthiness Management.
- The **National Institute of Social Security** for Public Administration Workers.
- The **Ministry of Infrastructure and Transport**.

## PAST PERFORMANCE N. 1







	<p><b>CLIENT: THE ITALIAN MINISTRY OF DEFENSE - GENERAL SECRETARIAT OF THE DEFENSE DEPARTMENT, DIRECTORATE OF AIR FORCE ARMAMENTS AND AIRWORTHINESS MANAGEMENT</b></p>
	<p><b>CONTEXT:</b> Technical airworthiness processes of the Italian Air Force within NATO Programs.</p> <p><b>CREASYS ROLE:</b> Complete PMO with specific GRC support features.</p> <p><b>AREA OF SUPPORT:</b> Customer IT Governance Processes, IT Services Provider, IT System, PMO for customer airworthiness processes.</p>
<p>123</p>	<p><b>VOLUMES OF THE TENDER:</b></p> <ul style="list-style-type: none"> <li>▶ Amount of the Creasys consultancy contract 6.3 Million Euro.</li> <li>▶ Volumes processed during the period: the technical documentation on which the services provided during the period were based amounts to approximately 156,000 documents, of which: <ul style="list-style-type: none"> <li>• 153,000 relating to Initial, Continued and Continuing Airworthiness,</li> <li>• 700 concerning technical regulations,</li> <li>• 2100 related to the technical training of the Deputy Technical Management (VDT) staff.</li> </ul> </li> <li>▶ Volumes of backlog work: about 1500 complex documental files covering the time period from 2000 – 2005.</li> </ul>
	<p><b>PERIOD RANGE:</b> 2005 – 2016.</p>
	<p><b>RESOURCES AND TOOLS EMPLOYED:</b></p> <ul style="list-style-type: none"> <li>▶ Working team, which has grown over the years and now consists of about 12 FTEs.</li> <li>▶ EPICK™ platform as a set of integrated GRC and workflow management tools.</li> </ul>
	<p>Since 2005, the <b>implementation</b> of a <b>complete GRC* system</b> for the management of airworthiness with consequent efficiency of airworthiness services.</p> <ul style="list-style-type: none"> <li>▶ <b>Governance*</b> - mapping: of the organisation, the resources authorised to implement activities, strategy, knowledge management, research systems.</li> <li>▶ <b>Risk*</b>: inclusion of Key Risk Indicators (KRIs) in the management of Airworthiness process practices.</li> <li>▶ <b>Compliance*</b>: upload all relevant technical regulations (e. g. international standards).</li> </ul> <p><b>OTHER ACTIVITIES CARRIED OUT:</b></p> <ul style="list-style-type: none"> <li>▶ Context identification: analysis of the processes and functions of ARMAEREO (Directorate for Aeronautical Armaments and Airworthiness) managed by the technical deputy directorate.</li> <li>▶ Risk identification: definition of all risk factors related to resources and processes.</li> <li>▶ Analysis and evaluation: design and development of a specialised Risk Management service supported by an Enterprise Risk Tracker based on the Fault Tree Tree Analysis approach.</li> <li>▶ Development of alternatives and Risk Response: management of the KMS designed to calculate the "corporate" impact of events and corrective actions implemented to mitigate and respond to risk.</li> <li>▶ Monitoring and review: continuous life cycle monitoring of all projects.</li> <li>▶ Training: training service to the customer's PMO on methodologies and support tools GRC.</li> </ul>

	<p><b>CLIENT: THE ITALIAN MINISTRY OF DEFENSE - GENERAL SECRETARIAT OF THE DEFENSE DEPARTMENT, DIRECTORATE OF AIR FORCE ARMAMENTS AND AIRWORTHINESS MANAGEMENT</b></p>
	<p><b>CONTEXT:</b> Technical airworthiness processes of the Italian Air Force within NATO Programs.</p> <p><b>OBTAINED RESULTS:</b></p> <ul style="list-style-type: none"> <li>▶ Completed the process of digital transformation and paperless for all Airworthiness activities.</li> <li>▶ Cancellation of the backlog of past practices that have not been processed by the Air Force's internal structure for years.</li> <li>▶ Efficiency of Airworthiness's services, which has led the client to successfully offer its specialist services to other countries with an economic recognition for Italy in the NATO context.</li> </ul>

PAST PERFORMANCE N. 2

	<p><b>CLIENT: THE NATIONAL INSTITUTE OF SOCIAL SECURITY FOR PUBLIC ADMINISTRATION WORKERS</b></p>
	<p><b>CONTEXT:</b> Outsourcing of contract management of ICT services related to the development and management of the Information System.</p> <p><b>CREASYS ROLE:</b> Expert support in the areas of Governance, Risk and Compliance.</p> <p><b>AREAS OF SUPPORT:</b> Customer IT Governance Processes, IT Services Provider, IT System.</p>
<p>123</p>	<p><b>VOLUMES OF THE TENDER:</b></p> <ul style="list-style-type: none"> <li>▶ Value of the contract monitored: 157 million euro. Euro.</li> <li>▶ Amount of the Creasys consultancy contract 2.8 million Euro.</li> <li>▶ Managed Information Systems: no. 6.</li> </ul>
	<p><b>PERIOD RANGE:</b> 2011 – 2013.</p>
	<p><b>RESOURCES AND TOOLS EMPLOYED:</b></p> <ul style="list-style-type: none"> <li>▶ Allocated personnel: 11 specialist resources with a total annual value of 6 FTEs.</li> <li>▶ EPICK™ platform as a set of integrated GRC tools.</li> </ul>
	<p><b>CARRIED OUT ACTIVITIES:</b></p> <ul style="list-style-type: none"> <li>▶ Identification of the context of all ICT systems of the Institute managed by outsourcing contracts and different suppliers.</li> <li>▶ Risk identification: definition of all risk factors linked to resources and outsourcing contracts, assessing the control KPIs expected for their governance through a complete risk assessment of contracts.</li> <li>▶ Design, development and integration of a module to analyze and evaluate the controllability of all ICT systems.</li> <li>▶ Implementation of a benchmarking and cost management system within the GRC Framework EPICK™ to estimate the costs of ICT systems and services.</li> <li>▶ Monitoring and auditing of support services using the Risk Tracker (ERT) dashboard.</li> <li>▶ Training service for the client's PM on the tools and methodology of the new GRC framework implemented.</li> </ul>
	<p><b>OBTAINED RESULTS:</b></p> <ul style="list-style-type: none"> <li>▶ 12% saving in costs incurred by the client for outsourcer services.</li> <li>▶ Improving the quality of services provided by the outsourcer.</li> <li>▶ Respect for the timing of delivery of outsourcer's products/services.</li> <li>▶ Improvement of the client's management capacity for complex projects also from a technical-administrative point of view.</li> <li>▶ Training and on-the-job training on specific ICT project governance issues.</li> <li>▶ Reduction of project risks identified during the project lifecycle with shared corrective actions.</li> </ul>

### PAST PERFORMANCE N. 3

	<p><b>CLIENT: THE MINISTRY OF INFRASTRUCTURE AND TRANSPORT</b></p> <p><b>CONTEXT:</b> Management of outsourcing contract for ICT services in relation to the development and management of the Information System.</p>
	<p><b>CREASYS ROLE:</b> Consultancy and customer support for project governance and for all Compliance Assessment and Vendor Management activities.</p> <p><b>AREA OF SUPPORT:</b> Customer Governance Processes, IT Services Provider, IT System.</p>
<p>123</p>	<p><b>VOLUME OF THE PROJECT:</b></p> <ul style="list-style-type: none"> <li>▶ Vendor (HP): 100 million Euro of ICT infrastructure management services and software maintenance and development services.</li> <li>▶ Advisor (Creasys): 2.4 million Euro of GRC and Technical Auditing services.</li> </ul>
	<p><b>PROJECT LIFETIME:</b> 36 months.</p> <p><b>TIMEFRAME ANALYZED IN THE CASE STUDY:</b> September 2016 to January 2017.</p>
	<p><b>RESOURCES AND TOOLS EMPLOYED:</b></p> <ul style="list-style-type: none"> <li>▶ Approximately 6 FTE of specialist resources per year.</li> <li>▶ EPICK™ platform as a set of integrated GRC tools.</li> </ul>
	<p><b>HIGHLIGHT OF THE SAMPLE:</b></p> <ul style="list-style-type: none"> <li>▶ The case study deals with a potential risk relating mainly to the management that does not comply with the security service level agreements of some infrastructural components of the Information System: the use of the EPICK™ solution has made it possible to identify the risk on the basis of continuous monitoring of critical events, to evaluate its economic impact, to identify the actions for its management, allowing the Administration to reduce the risk below its "risk appetite".</li> <li>▶ In the setup phase, a Business Impact Analysis was carried out which identified the specific cost functions related to the downtime of the company application.</li> <li>▶ Typical impacts are economic losses and reputational damage.</li> <li>▶ Risk factors mainly represent potential problems related to supplier delivery processes, customer IT governance processes and failures of information system (IS) components.</li> <li>▶ Typical risk events are non-compliance with contractual specifications (non-compliance with service levels or other contractual indicators), deficiencies in service management processes, deficiencies in customer IT governance processes and data on critical IS status.</li> </ul>
	<p><b>OBTAINED RESULTS:</b></p> <ul style="list-style-type: none"> <li>▶ 10% saving in costs incurred by the client for outsourcer services.</li> <li>▶ Improving the quality of services provided by the outsourcer.</li> <li>▶ Respect for the timing of delivery of outsourcer's products/services.</li> <li>▶ Improvement of the customer's PM complex project management capacity.</li> <li>▶ Training and on-the-job training on specific ICT project governance issues.</li> <li>▶ Reduction of project risks identified during the project lifecycle with shared corrective actions.</li> </ul>