

Giovanni Linzi

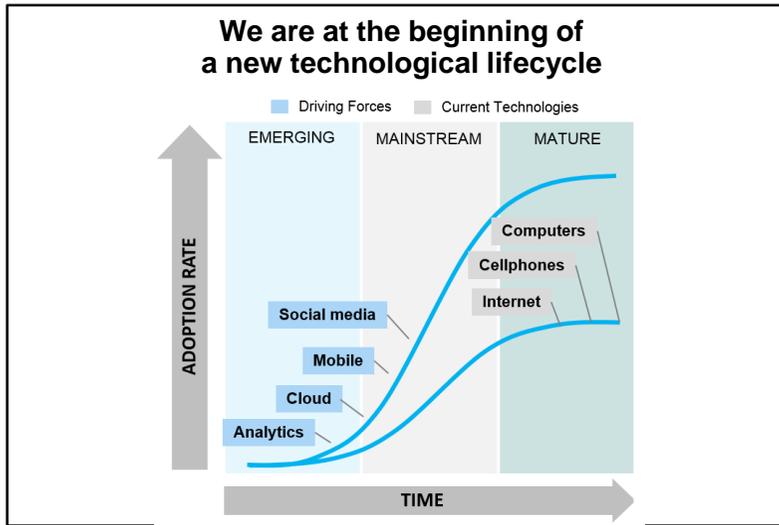
VALUE
TRANSFORMATION
SERVICES
an IBM subsidiary

Getting ready for a very different future



ABI Costi e Business
Roma, 23 ottobre 2014

Framing the «very different future»



Business challenge

- New technologies are transforming consumer expectations, organizational models and competition
- Consumers are becoming empowered and organizations are becoming more consumer-centric

Inevitable Disruption

- Yet new technologies are at an early maturity; as they evolve, their combined impact will be profound
- Most organizations have not yet fathomed the full implications of new technologies

Radical future

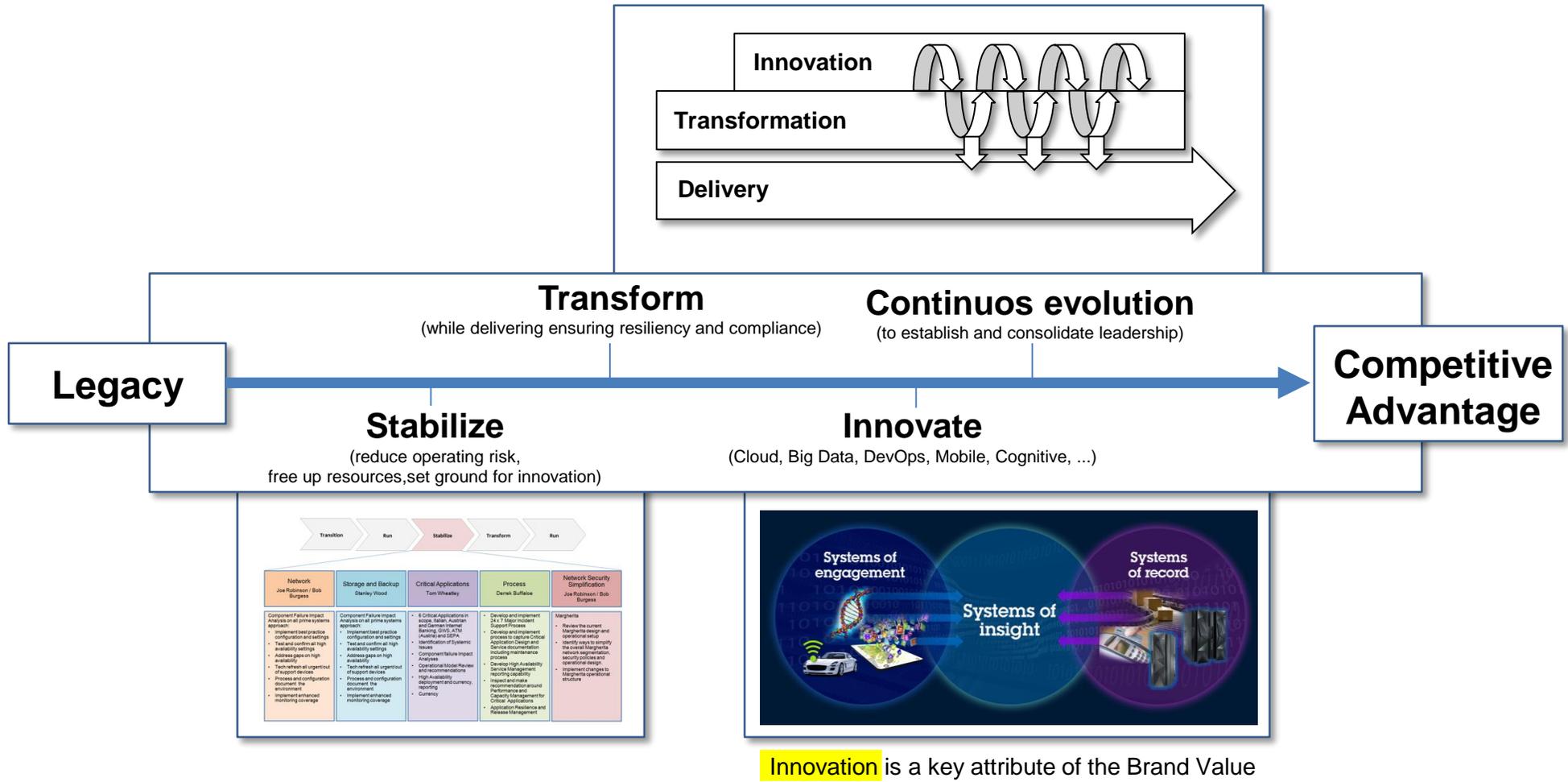
- New technologies will ultimately drive radical changes in the economy: value chains will fragment, industries will converge, and new ecosystems will emerge
- The mechanics of value creation and value allocation will inevitably change

Digital framework

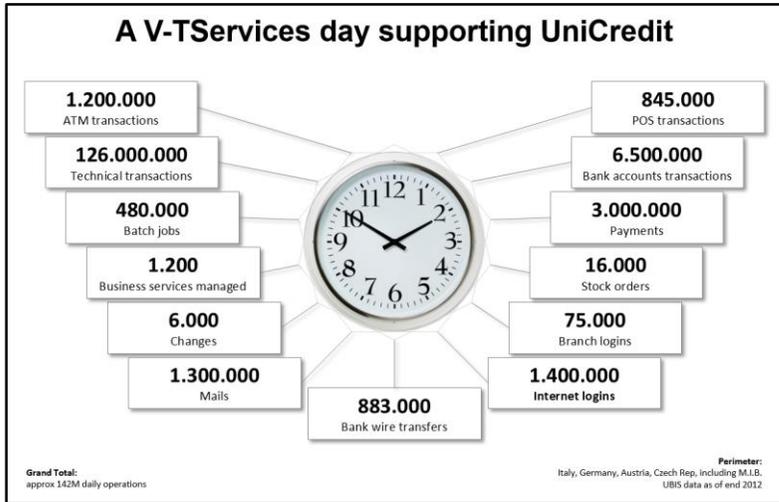
- The economy will evolve from individual-centricity to an everyone-to-everyone model of engagement
- Everyone-to-everyone environments will be orchestrated, symbiotic, contextual and cognitive

Journey to get ready for a very different future

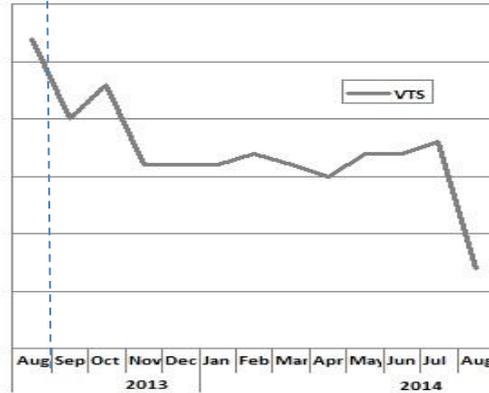
Transforming and preparing the infrastructure for the adoption of new computational and information management paradigms that will end up in delivering competitive advantages for the Bank while actively continuing to delivery superior infrastructure **resilience** and **compliance**.



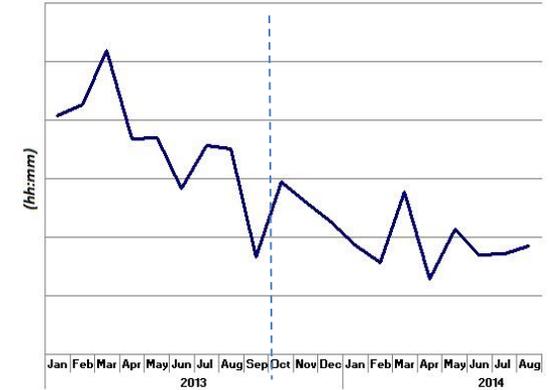
Resilience has become critical for the Bank



Major Incidents - Trend 2013-2014 YTD



Overall Average Time of Outages

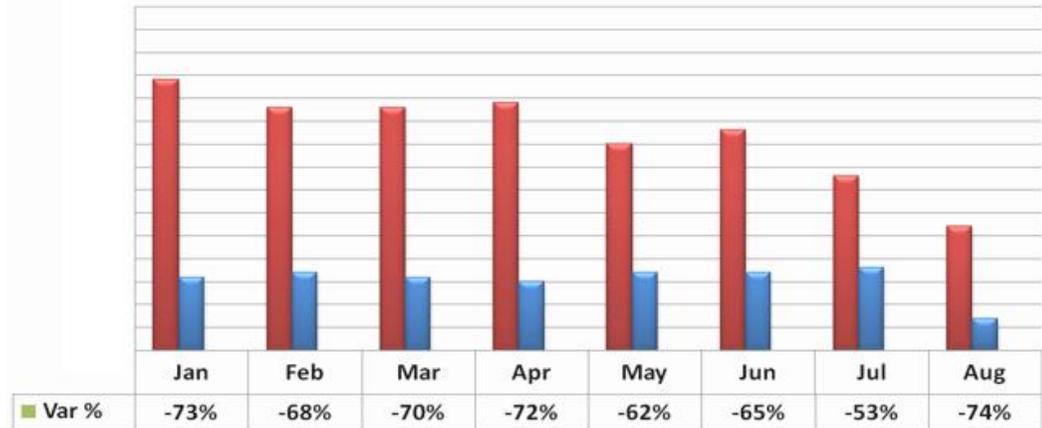


How We Improved Services

Besides the Transformation and Stability Program:

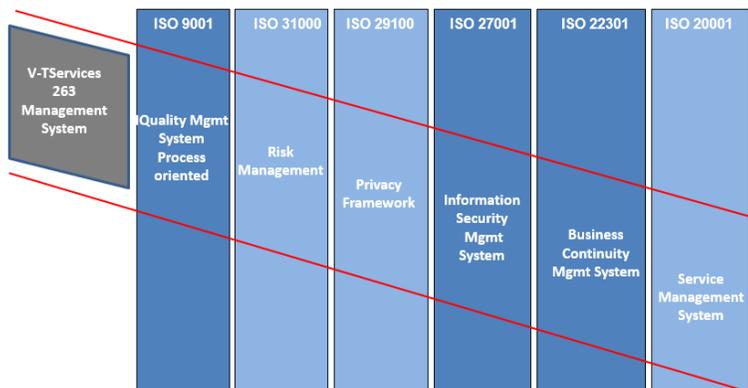
- Disciplined **management system**
- Effective problem management process to detect and permanently **remove Root Causes** to prevent that the same incident would reoccur
- **Teamwork** between different organizations

MI under V-TServices Responsibility
Year to Year



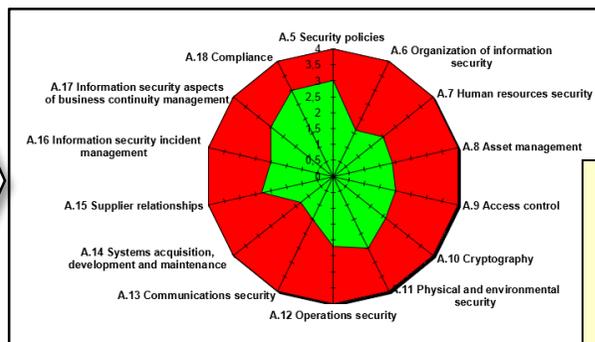
Compliance cuts across the life of the Bank

Regulation: «Circolare 263»



Representing in light of all given standards an **Integrated Mgmt System** based on organization, policies and processes **compliant by design with the 263 guidance**

Level of «263» Infrastructure Compliancy



- Data classification and tools to be improved to guarantee Data Protection compliance.
- IT data protection requirements and related management system to further deploy
- System settings configuration, controls/log and access control not homogeneously deployed
- Part of Services providers without adequate service agreements

Illustrative only

Illustrative findings

Secure Areas	Maturity level	Main evidences
Security policy	2,0	• IT data protection requirements and related management system to better formalize
Organization of information security	3,0	• Some security agreement with suppliers missing • Missing IT Risk Analysis Reports, Tools and Risk treatment plan
Asset management	1,5	• Weakness of Asset Inventories and reconciliation process • Lack of Asset Classification and required protection level
Human resources security	2,5	• Skill mapping and security specification for any job not fully applied • Data Protection education not fully applied and education packages not complete • No evidence on the off boardig process
Physical and environmental security	2,0	• No evidence of security emergency plan • No evidence of facilities documentation and needed (electric, safety) certifications • Weaknesses of protection of tape • Not appropriate security checks performed to grant access to Data Centres
Communications and operations management	2,0	• Some of the in-scope systems don't have antivirus running • Operational documentation appears obsolete • Logs not always encrypted as required • Lack of process to identify and manage backup operation of critical

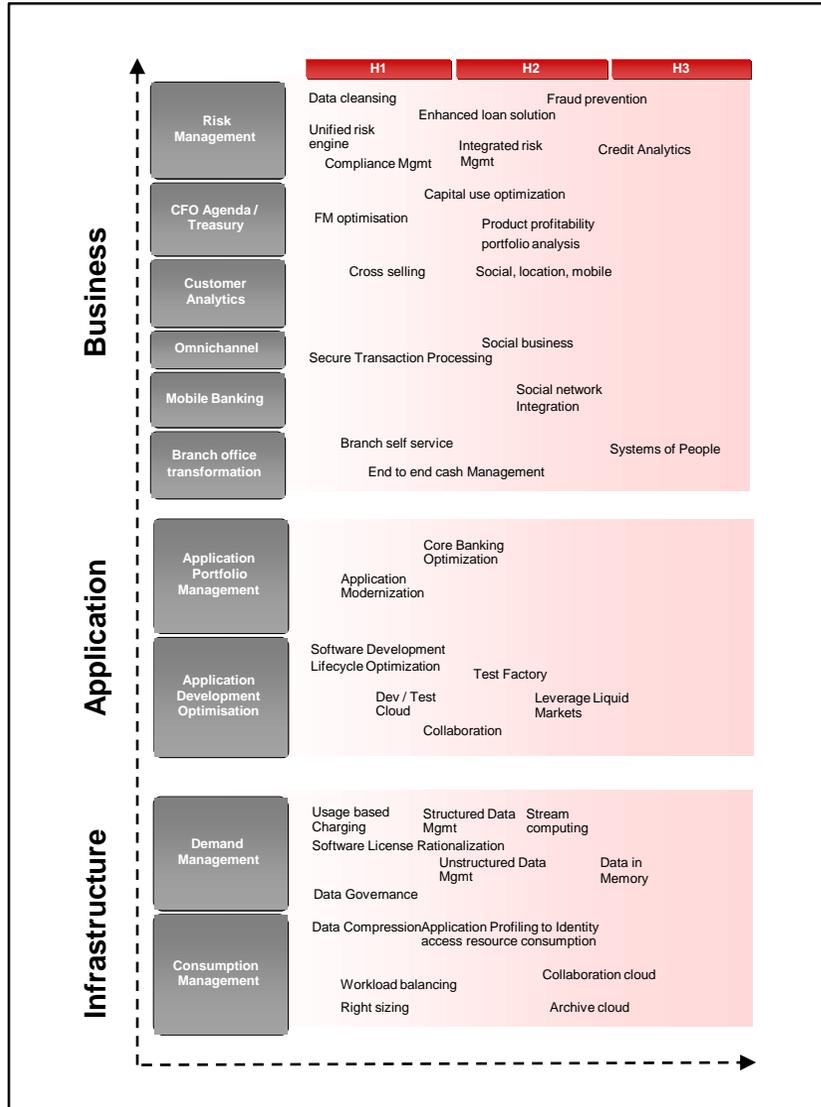
Impacted Dimensions

- Reputational Risk
- Business Continuity
- IT Security
- Data Protection and Privacy
- Transparency
- Operating Risk Reduction
- Regulators Compliance
- ...

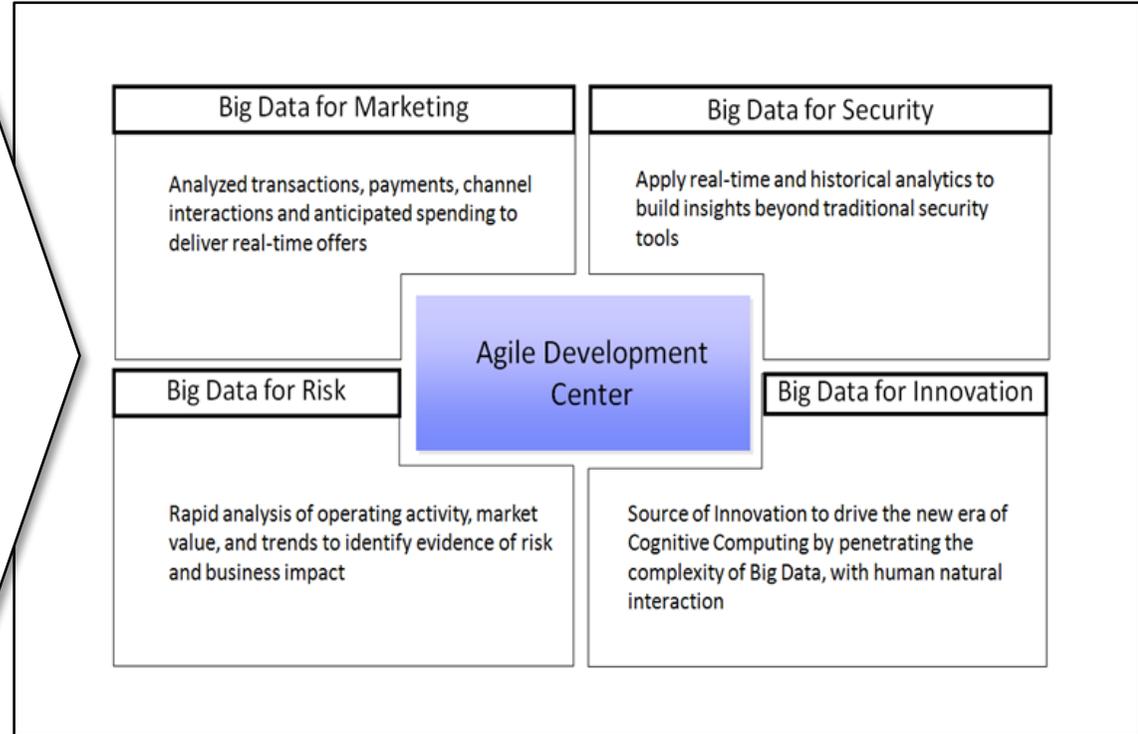
A good practice of compliancy to laws and regulations must be supported by

- a strong and diciplined methodology
- actual experience
- established relationships with regulators.

Innovation is a statement of direction



Year One: exploration and identification of areas of mutual interest and launch of the joint Innovation Program





COMMITMENT TO EXCELLENCE

**CONTRIBUTE TO OUR CLIENTS' BUSINESS SUCCESS THROUGH
SUPERIOR SERVICE AND INNOVATION IN DELIVERY AND TRANSFORMATION**

**BECOME MARKET LEADER IN THE BANKING SECTOR DELIVERING
VALUE AND INDUSTRY LEADERSHIP TO OUR CURRENT AND FUTURE CUSTOMERS**

End of presentation