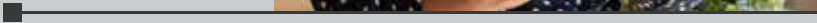


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Information Technologies Risk and Governance Services

Meet your changing needs with
developing technology
solutions.





Information Technologies Risk and Governance Services

Constantly changing business conditions and models make **digital transformation and the use of information technologies as a way to create value for the business** more important. Configuring, managing, tracking and constantly improving information technologies in an effective and productive structure has become inevitable in a business world that is becoming more complex.

We provide you with our information technologies experience in phases **from strategy to execution** and in various layers such as **organisation, process and technology**.

As a team that has an array of competencies, with expert members experienced in various industries and fields, our main aim is to focus on the benefits and opportunities of information technologies **from a holistic point of view** for digital transformation of establishments, and to support you in finding **different solutions** for risks and problems.

Our common work culture related to the must haves of digital transformation, such as business knowledge, experience and technology, improve our view of your changing needs, and **our experience with new technologies** increases the value of the technology solutions that we develop.

The Essential Eight

Your guide to the emerging technologies revolutionizing business now



Artificial
intelligence



Augmented
reality



Blockchain



Drones



Internet of
things



Robotics



Virtual
reality



3-D
printing



Information technologies transformation, strategy and governance services

The transformation of information technologies with the aim that businesses align with changing business conditions and become flexible and that the related strategy and governance structure is put in place is important. The following are our services for supporting your information technologies transformation alignment with your business strategy and business models:



- Evaluating and creating a transformation roadmap
- Evaluating digital maturity, comparing maturity and creating a digitalisation roadmap
- Evaluating, creating and improving strategy
- Evaluating, designing and improving governance structure
- Creating information technology and information system structures in the scope of company establishments and company license application processes
- Maturity evaluation and comparison to prepare for new technologies such as blockchain, artificial intelligence and the internet of things, creating an implementation roadmap
- Evaluating the strengths, areas for improvement, opportunities and threats related to information technologies structure
- Analysing establishment-specific organisation, cost, service and supply data related to the information technologies structure and comparison of this data
- Evaluating compliance of the project portfolio with the strategy

- Evaluating, designing and improving the service model, service management structure and service inventory
- Selection, configuration and management support for ITSM (information technologies service management) applications
- Evaluating, designing and improving the supply model (internal resource/external resource, cloud computing, etc.) and supply inventory
- Providing support during supplier selection
- Providing selection, configuration and management support for systems, applications and tools used in information technologies processes, business processes and corporate support processes (systems such as log management, request and change management, service management and asset management, and operational systems where main operations are carried out, such as accounting, human resources, purchasing, etc.)
- Evaluating, designing and improving cost management structure
- Management reporting structure and in-house communication plan related to information technologies activities
- Carrying out utilisation, satisfaction and expectation surveys for technology users and shareholders



Information technologies organisation, process and control services

The information technologies organisation structure and process and control outlook are important to meeting the changing business needs of establishments. Kindly find below the services we provide to improve your information technologies structure:

- Evaluating, designing and improving the organisation, process and controls in line with best practices, internationally accepted frameworks and standards, and legislation
- Evaluating, designing and improving architecture in line with corporate architecture in areas such as organisation, process, control, risk, technology, systems, application, data, etc.
- Assessing process maturity, carrying out comparisons related to maturity and improving processes
- Evaluating risks, identifying critical risk indicators and generating heat maps
- Evaluating, creating and improving process documentation (policies, procedures, standards, etc.)
- Evaluating, creating and improving technical documentation (guides, instructions, plans, etc.)
- Evaluating, creating and improving job descriptions, work principles of committees, and roles and responsibilities
- Evaluating and improving competencies
- Evaluating, identifying and improving key performance indicators for the organisation, staff and processes
- Evaluating benefits, risks and costs related to improvement areas of various architecture layers and creating a roadmap





Information technologies compliance and audit services

Information technologies structure is important in corporations meeting changing compliance needs. Our compliance and auditing services ensure your compliance with the following information technologies legislation:

- BRSA (BDDK) information systems legislation for banks, their affiliates and support services establishments; factoring, financial leasing, financing and asset management companies; information exchange, barter and offset establishments; and payment and security settlement systems, payment systems and payment and electronic currency institutions
- CBRT (TCMB) information systems legislation for payment and security settlement systems, payment systems and payment and electronic currency institutions
- CMB (SPK) information systems legislation for various establishments with compliance or audit liabilities
- RA (GİB) information systems legislation for e-document (e-invoice, e-dispatch, e-archive etc.) private integrators and trusted service managers
- TBA (TBB) Risk Center information systems legislation for member establishments
- Ministry of Treasury & Finance and IRSA (SDDK) information systems legislation for the insurance industry
- Ministry of Commerce information systems legislation for e-general assembly and e-commerce
- ICTA (BTK) information systems legislation for the telecommunication industry
- Other information systems legislation published by POAASA (KGK), other regulators and institutions
- SOX and J-SOX legislation
- Standards in the scope of IFRS (IFRS9, IFRS15, IFRS17 etc.) that might result in technology transformation needs
- Internationally accepted frameworks and standards such as CMMI, COBIT, ISO20000, ISO22301, ISO27001, ISO31000, ISO38500, ITIL, PMI, TOGAF etc.
- Local and international standards such as GDS3402, ISAE3402, SOC-1-2-3 etc. for assurance needs related to services provided by service organisations, support service establishments, external service providers, establishments operating in Fintech, Insurtech and Regtech, and other suppliers
- Local and international standards such as GDS3000 and ISAE3000 for assurance needs related to business and technology needs of applications and other matters





GRC (Governance, Risk and Compliance) services

Coordination of governance, risk management and compliance activities is important to meet changing business needs and the compliance requirements of corporations. Find below the services we provide to improve your GRC structure:

- Evaluating, designing and improving the GRC structure, organisation and processes
- Selection, configuration and management support for GRC applications
- Designing process flows and integration on GRC applications and customization in line with corporate needs
- Evaluating, designing and improving internal systems and compliance functions related to information technologies (risk management, internal control and internal audit)
- Installing the PwC In-Audit application, developed by PwC Turkey, to manage internal audit functions and providing management support for the application
- Internal audit co-sourcing related to information technologies
- Providing methodological, technical and awareness trainings related to risk, control and process applications for information technologies, internal systems functions and business units





Process mining, modelling and automation services

The constant improvement and technology support of the business and information technologies processes to meet the changing work needs of corporations are important. Kindly find below the services we provide to improve your process structure:

- Discovery and analysis of processes using digital footprints such as logs, movement/transaction data and incident logs related to processes
- Identification of standard and non-standard flows, clogged business steps and optimisation points of process mining and processes
- Analysis of matters such as optimisation, cost and performance via process mining, compliance assessment and comparison
- Selection, configuration and management support for process modelling, business process management and document management tools
- Design of process flows using process modelling tools and integrating the flows
- Design and integration of forms and business flows using BPM (business process management) tools
- Identification and integration of information and process needs using document management tools
- Identification of the processes it is appropriate to automate
- Selection, configuration and management support for RPA (robotic process automation) tools
- Automating processes with RPA (robotic process automation) tools



SAM (software asset management) services

Software asset management is important so that an establishment manages their sources effectively. Kindly find below the services we provide to improve your software asset management structure:

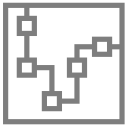
- Evaluation, design and improvement of SAM (software asset management) process
- License review and audit
- Licensing model design, confirmation of compliance with contracts and optimisation
- Selection, configuration and management support for SAM (software asset management) tools



Information technologies service continuity services

The business and service continuity perspective is important for an establishment to become resilient with regard to changing conditions. The following are our services for improving your information technologies service continuity structure alignment with your business strategy and business models:

- Evaluating, designing and improving service continuity processes
- Selecting, configuration and management support for service continuity process management tools
- Carrying out business impact analysis
- Identifying source needs and service continuity priorities
- Creating service continuity strategy
- Planning service continuity
- Preparing extraordinary incident/disaster recovery and business/service continuity plans
- Evaluating and improving the maturity levels of data centre and disaster recovery centre
- Providing support for data centre and disaster recovery centre selection



Data governance services

Data governance structure is important in order for corporations to align with changing conditions and become flexible. Kindly find below the services we provide to improve your software data governance structure:

- Evaluating, designing and improving data governance structure
- Analysing data, data mining and data quality control work
- Data glossary preparation work
- Data inventory preparation work
- Data classification work
- Selecting, installing and providing management support for data governance tools
- Co-source utilisation for data entry and data digitalisation
- Assurance work for data transformation and data transfer



Project management services

The project and program management perspective is important for meeting the changing business needs of corporations. Kindly find below the services we provide to improve your project and program management structure:

- Evaluating, establishing and improving the project management office
- Evaluating, designing and improving the project management process and methodology
- Identifying project risks to provide project security and supporting the management of the same
- Providing operational support for project management activities
- Periodic status assessment and reporting for projects
- Evaluating maturity and reporting for projects and project management
- Selection, configuration and management support for project management tools

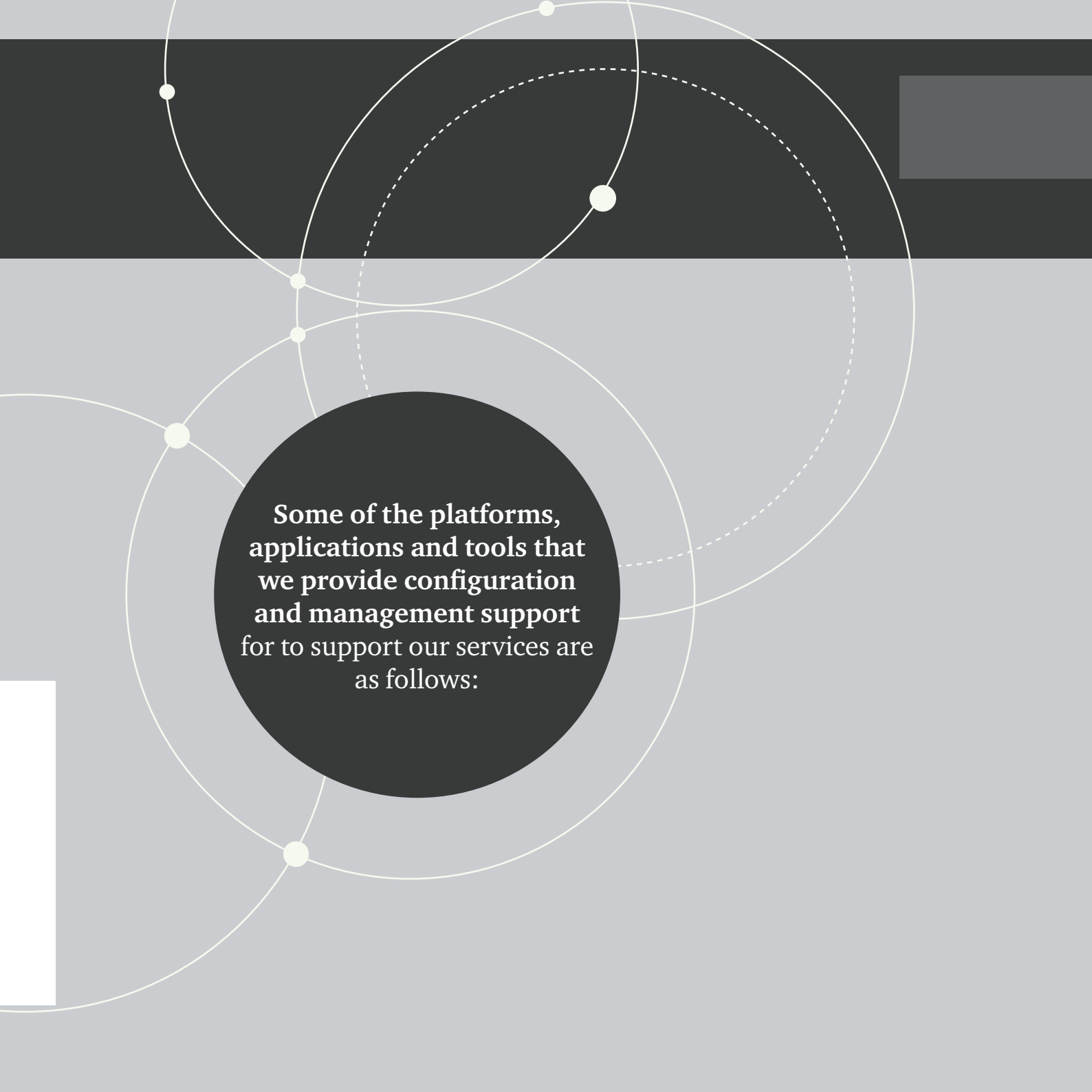


Company Establishments and License Application Support Services

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The following are our services for supporting the establishment of information technologies and information systems structures during company establishments and company license application processes:

- Providing project planning, management and operation support with Financial Services, Legal, Tax, Compliance, etc. teams in company establishments and company license application processes.
- Providing application support with Financial Services, Legal, Tax, Compliance etc. teams in company establishments and company license application processes
- Conducting application compliance audits during company establishments and company license application processes
- Preparing mandatory reports to be prepared during company establishments and company license application processes
- Creating the strategy
- Designing governance structure
- Designing service model, service management structure and service inventory
- Designing the supply model (internal / external source, cloud computing, etc.) and supply inventory design
- Providing support during supplier selection
- Providing selection, configuration and management support for systems, applications and tools used in information technologies processes, business processes and corporate support processes (systems such as log management, request and change management, service management and asset management, and operational systems where main operations are carried out, such as accounting, human resources, purchasing, etc.)
- Designing the organisation, process and controls in line with best practices, internationally accepted frameworks and standards, and legislation
- Designing architecture in line with corporate architecture in areas such as organisation, process, control, risk, technology, systems, application, data, etc.
- Creating process documentation (policies, procedures, standards, etc.)
- Creating technical documentation (guides, instructions, plans, etc.)
- Creating plans (Risk Management Plan, Data Management Plan, Disaster / Disaster Recovery Plans and Business / Service Continuity Plans, Supplier Management Plan, etc.)
- Creating job descriptions, work principles of committees, and roles and responsibilities
- Identifying key performance indicators for the organisation, staff and processes



**Some of the platforms,
applications and tools that
we provide configuration
and management support
for to support our services are
as follows:**

ITSM

(information technologies service management)

eBA, ManageEngine, ServiceNow

BPM

(business process management)

eBA, NewGen, Pega

GRC

(governance, risk and compliance)

PwC In-Audit, PwC Risk Sensor, QDMS, RSA Archer, SAP GRC

RPA

(robotic process automation)

Pega, Uipath

Process mining

PwC Process Intelligence, PwC Process Sensor

SAM

(software asset management)

Aspera, Flexera, SNOW

Process modelling

Aris, Ensemble

Data analytics

IBM Information Server, SAS, SQL, Python, R

Certificates

Some of the certificates our team has acquired to bring together an array of competencies:

Risk, Control and Governance

- CCSA
- CGEIT
- CISA
- CISM
- CRISC
- CRMA
- ISO22301 Lead Auditor
- ISO27001 Lead Auditor
- ITIL Foundation
- ITIL Expert
- MCP
- MCTS

Application and System

- Ensemble Technical Implementation Certificate
- NewGen Partner Sales Certification
- Pega Certified System Architect
- Ensemble Technical Implementation Certificate
- RSA Archer 6 Certified Associate
- Uipath Certified RPA Developer







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For a digital future



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