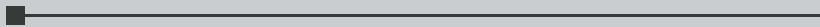
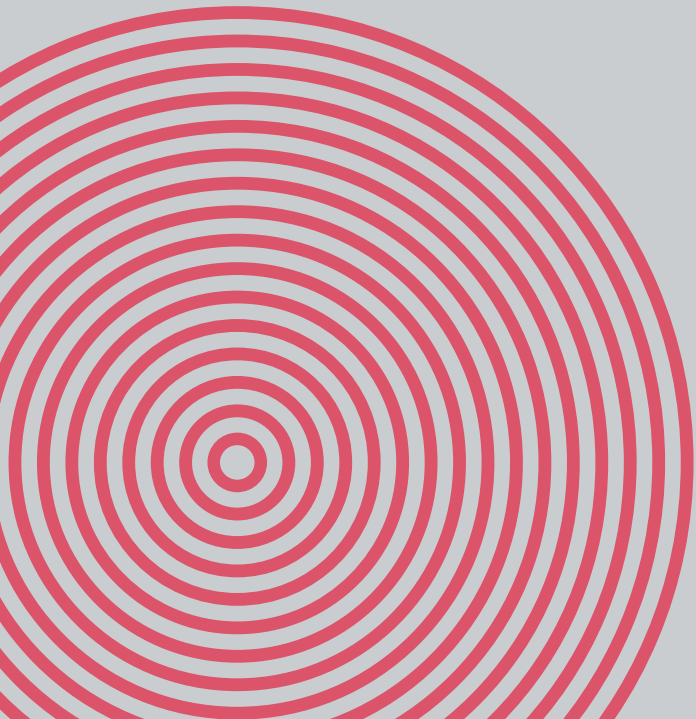




# Information Technologies Risk and Governance Services

Meet your changing needs with  
our evolving solutions.





# Information Technologies Risk and Governance Services

Meet your changing needs with our evolving solutions.

The changing of business conditions and business models day by day makes digital transformation and the use of information technologies to create value for business more and more important. In the complex business world, it has become inevitable to construct, manage, monitor and continuously improve information technologies in an effective and efficient manner.

In order to meet your changing needs regarding technology with our solutions, we offer you our experience in information technologies at different stages from strategy to operation and at different architectural layers such as organization, process and infrastructure.

As a team that is expert in its field, has experience in different sectors and fields and has different competencies, our main goal is to support you in

finding different solutions to risks and problems by focusing on the benefits and opportunities of information technologies with a holistic perspective in the digital transformation of institutions.

Our collaborative working culture on the indispensables of digital transformation such as business knowledge, experience and technology strengthens our view of your changing needs, and our experience in new technologies increases the value provided by the solutions we develop.

Information Technologies  
Transformation and Strategy Services

Information Technologies Assessment  
Services

Information Technologies Compliance  
and Audit Services

Process Mining, Modelling and  
Automation Services

Business and Information  
Technologies Service Continuity  
Services

Information Technologies Vendor Risk  
and Governance Services

Information Technologies Governance  
and Organisation Services

Services for Alignment of Information  
Technologies with Business Solutions  
and Needs

Information Technologies Internal  
Audit and Internal Control Services

Information Technologies Service and  
Cost Management Services

Data Governance Services

Cloud Risk and Governance Services



Information Technologies Process, Risk  
and Control Services

Financial Sector Company Establishment  
and License Application Support Services

GRC (Governance, Risk and Compliance)  
Services

SAM (Software Asset Management)  
Services

Information Technologies Project  
Management Services

Blockchain and Crypto Risk and  
Governance Services



## Information Technologies Transformation and Strategy Services

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In order for institutions to adapt to changing business conditions and be flexible, the transformation of information technologies in accordance with this change and the strategy in this regard are important.

You can find the services we offer below to support your information technology transformation in line with your business strategy and business model and to create your strategy in this regard:

- Determining the transformation needs and creating a roadmap for transformation
- Evaluation of the digitalization maturity level, making a comparison of the maturity level and creating a digitalization roadmap
- Evaluation, creation and improvement of the strategy
- Creating a strategy roadmap for the implementation of the strategy
- Evaluation, design and improvement of the architecture related to information technologies in accordance with the corporate architecture at different layers such as service/product, organization, process, risk, control, capability, technology, system, application, data, etc.
- Establishing the information technologies structure and architecture within the scope of company establishments and company license application processes
- Evaluation and creation of a alignment roadmap for the alignment of information technologies with business solutions
- Maturity assessment and benchmarking in order to prepare and adapt to current digital and technological solutions such as Blockchain, Artificial Intelligence, Internet of Things, 5G, Web 3.0 etc.
- Evaluating the strengths, areas for improvement, opportunities and threats related to information technologies structure and architecture
- Evaluation, design and improvement of business, service, resource, cost and supply management structures related to information technologies.
- Analysis of institution-specific data on different subjects such as business, service, resource, cost and supply model related to information technologies and comparison of these data
- Evaluation of the compatibility of the project portfolio with the strategy







## Information Technologies Governance and Organisation Services

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An information technologies governance and organizational structure that will support the implementation of strategies is important in order for institutions to adapt to changing business conditions and be flexible.

You can find the services we offer to improve your information technology governance and organizational structure below:

- Evaluation, design and improvement of functional structure
- Evaluation, design and improvement of governance and organizational structure
- Determining the relationship, communication and interaction models between functions and governance and organizational structures
- Determining the relationship, communication and interaction models between information technologies (IT), operational technologies (OT) and consumer technologies (CT)
- Analysis of institution-specific data on different topics related to governance and organizational structure and comparison of these data
- Evaluation, creation and improvement of roles and responsibilities
- Evaluation, establishment and improvement of jobs and job descriptions
- Evaluation, establishment and improvement of the working principles of the committees
- Evaluation, determination and improvement of key performance indicators for the organization and personnel







## Information Technologies Process, Risk and Control Services

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It is important how processes, risks and controls are managed within an information technologies structure that will support the implementation of strategies in order for institutions to adapt to changing business conditions and be flexible.

You can find our services to improve your information technology process, risk and control structure below:

- Evaluation, design and improvement of processes and controls in line with good practices, internationally accepted framework and standards and legislation
- Evaluation of process maturity levels, comparison of maturity levels and preparation of improvement roadmap
- Evaluation of risks, determination of critical risk indicators, creation of heat maps and risk action plans
- Evaluation of controls and creation of control improvement plans in terms of effectiveness, efficiency, benefit / cost, risk and compliance
- Evaluation, creation and improvement of process documentation (policy, procedure, standard, workflow, etc.)
- Evaluation, creation and improvement of technical documentation (guideline, instruction, plan, etc.)
- Evaluation, creation and improvement of plans (Risk Management Plan, Data Management Plan, Disaster / Disaster Recovery Plans and Business / Service Continuity Plans, Supplier Management Plan, etc.)
- Evaluation, identification and improvement of key performance indicators for processes

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## Information Technologies Assessment Services

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In order for institutions to adapt to changing business conditions and be flexible, it is important to structure information technologies in accordance with this change.

You can find our services below to evaluate your information technologies structure and architecture, to determine your maturity level in different areas, and to identify areas of improvement in these areas:

- Evaluation, design and improvement of information technologies structure in line with good practices, internationally accepted framework and standards and legislation
- Evaluation and comparison of maturity level of information technologies structure in line with good practices, internationally accepted framework and standards and legislation.
- Evaluating, designing and improving the layers of the architecture such as service/product, organization, process, risk, control, capability, technology, system, application, data, etc. in accordance with the corporate architecture
- Evaluating the maturity level of the information technologies architecture and the layers within the architecture and making a comparison of the maturity level
- Evaluating the strengths, areas for improvement, opportunities and threats regarding the information technologies structure and architecture (SWOT analysis)
- Establishing an improvement roadmap in line with the results of the evaluation studies
- Identifying the projects within the improvement roadmap
- Following the projects set forth within the improvement roadmap
- Due-Diligence studies regarding the information technologies structure, architecture and assets prior to acquisition, transfer and merger activities, and providing support to valuation studies on this subject





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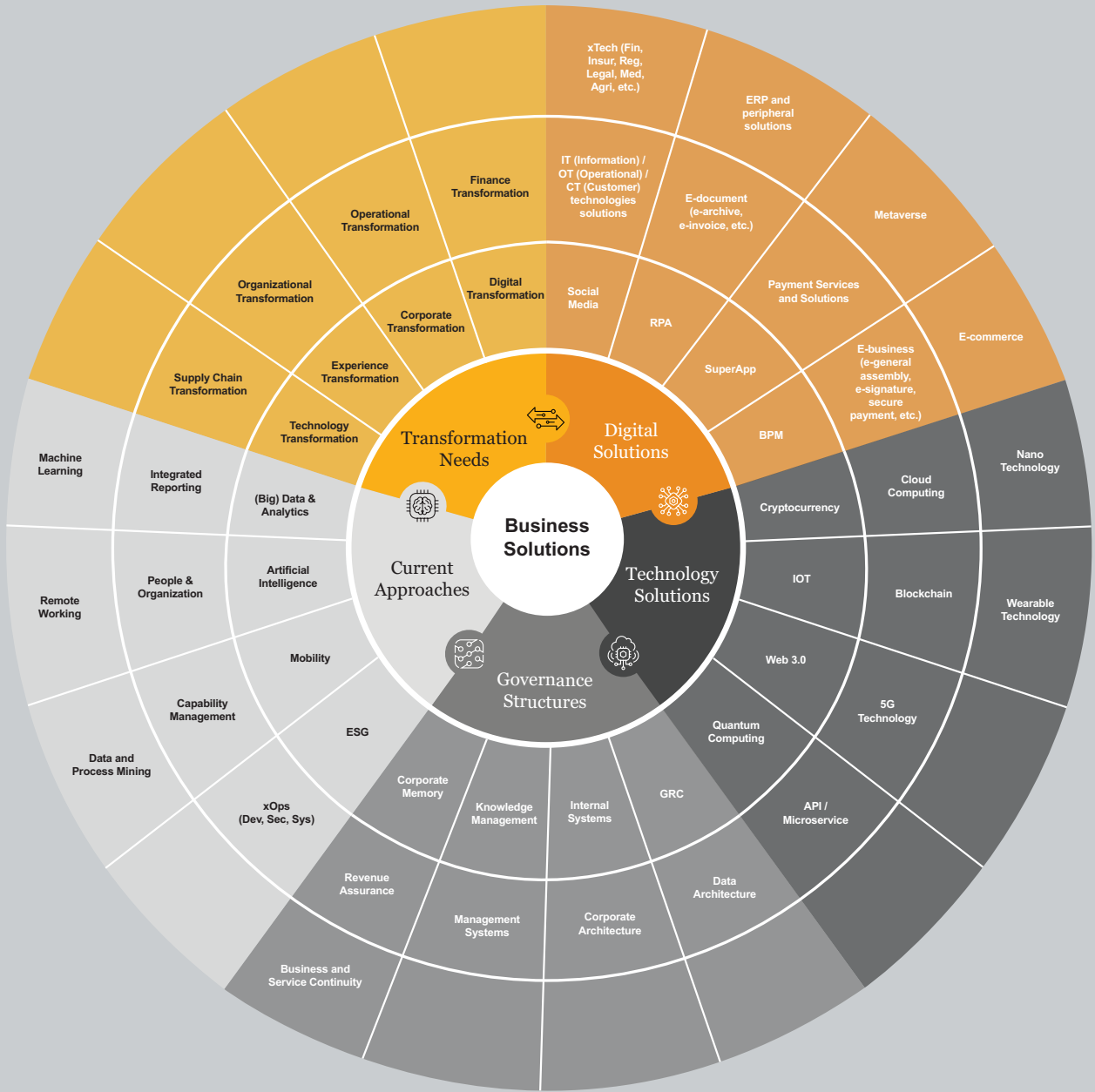
## Services for Alignment of Information Technologies with Business Solutions and Needs

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In order for institutions to adapt to changing business conditions and be flexible, it is important that information technologies are adapted to business solutions and needs in accordance with this change and that they support the institution and the business.

**You can find our services to harmonize the information technologies structure and architecture with business architecture, solutions and needs below:**

- Determining the information technologies needs and expectations for business solutions and needs
- Evaluation of the current information technologies structure and architecture that supports business solutions and needs in terms of institution and business architecture
- Evaluation of the applicability and application areas of business solutions in terms of efficiency, effectiveness, benefit / cost, risk and compliance
- Comparisons of implementation and usage areas of business solutions
- Evaluation of application examples of business solutions specific to the institution
- Harmonization of the current information technologies
- Evaluation of the applicability and application areas of business solutions in terms of efficiency, effectiveness, benefit / cost, risk and compliance
- Comparisons of implementation and usage areas of business solutions
- Evaluation of application examples of business solutions specific to the institution structure and architecture that supports business solutions and needs with the institution and business architecture in line with the evaluation results, needs and expectations
- Establishing the strategy and roadmap for the information technologies structure and architecture required for the implementation of business solutions and harmonizing the business and information technologies architecture to support the institution and the business
- Designing and improving the appropriate information technologies structure and architecture for the implementation of business solutions
- Identification and follow-up of projects related to information technologies structure and architecture, required for the implementation of business solutions





## Financial Sector Company Establishments and License Application Support Services

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During company establishments and company license application processes within the scope of BRSA (BDDK), CBRT (TCMB), CMB (SPK), RA (GİB), TBA (TBB) Risk Center and IRSA (SEDDK) legislation, the technology infrastructure, organization and processes should be ready in line with business, technology and compliance requirements, and the relevant processes should be ensured by the company, the relevant regulator and other stakeholders. It is important in terms of holistic management of the relevant processes in accordance with the expectations of the institution, the relevant regulator and other stakeholders.

### 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



# Information Technologies Compliance and Audit Services

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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) internal systems and information systems legislation for banks, their affiliates and support services providers; 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, secure mobile payment and electronic document management system service providers, and trusted service providers (TSM) for new generation payment recorder devices (YNÖKC)
- TBA (TBB) Risk Center information systems legislation for member establishments
- IRSA (SEDDK) internal systems and information systems legislation for the insurance industry
- ICTA (BTK) information systems legislation for the telecommunication industry
- Information systems legislation for e-general assembly system (EGKS), e-signature, e-notification, registered e-mail (KEP), e-commerce etc.
- Other information systems legislation published by POAASA (KGK), other regulators and institutions
- Internationally accepted frameworks and standards such as CMMI, COBIT, ISO20000, ISO22301, ISO27001, ISO31000, ISO38500, ITIL, PMI, TOGAF etc.
- Information systems requirements in the scope of SOX, Euro-SOX and J-SOX legislations
- Information systems requirements in the scope of the international legislations such as DORA (Digital Operational Resilience Act), DSA (Digital Services Act) and DMA (Digital Market Act)
- Information systems requirements in the scope of the standards that might result in technology transformation needs such IFRS standards (IFRS9, IFRS15, IFRS17 etc.) and other frameworks (Basel, Solvency 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



# Information Technologies Internal Audit and Internal Control Services

Studies on information technologies within internal systems (internal audit, internal control and risk management) and compliance structures, where the efficiency, productivity and compliance obligations of institutions are evaluated, are becoming more and more important and the need for competency in this field is increasing.

Below you can find the services we provide to improve and support your internal systems (internal audit, internal control and risk management) and compliance structures regarding information technologies:

- Evaluation, creation and improvement of internal systems and compliance structures
- Evaluation, design and improvement of internal systems and compliance governance and organizational structures
- Evaluation, creation and improvement of internal systems and compliance job and job descriptions
- Evaluation, creation and improvement of internal systems and compliance processes
- Evaluation, creation and improvement of internal systems and compliance methodologies
- Preparation of internal systems and compliance plans
- Providing external or out/co-sourcing support to internal systems and compliance functions to perform internal systems and compliance activities
- Providing external or out/co-sourcing support to internal systems and compliance functions in order to fulfill obligations such as Management Statement, review, internal audit, control self-assessment, and risk assessment
- Providing selection, installation and management support regarding internal systems, compliance and GRC (governance, risk, compliance) management applications
- Performing Quality Assurance Review (QAR) studies regarding the information technologies internal audit structure







## GRC (Governance, Risk and Compliance) Services

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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





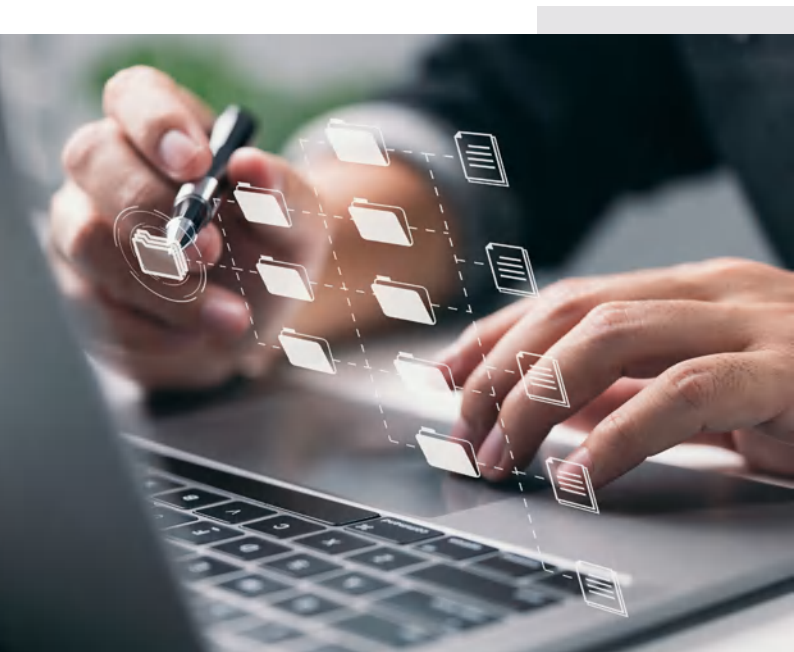
# Process Mining, Modelling and Automation Services

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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





## Information Technologies Service and Cost Management Services

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Information technology services are becoming increasingly important in order for institutions to adapt to changing business conditions and to be flexible. At the same time, due to the increasing costs of technology, the need for optimization and harmony between services and costs is becoming increasingly important.

**You can find our services to improve your information technology service and cost structure below:**

- Evaluation, creation and improvement of service and cost management structures
- Evaluation, design and improvement of service and cost management governance and organizational structure
- Evaluation, creation and improvement of service and cost management job and job descriptions
- Evaluation, creation and improvement of service and cost management processes
- Evaluation, design and improvement of the relationship between service and cost management processes with other corporate processes (purchasing, license management, accounting, etc.)
- Evaluation, design and improvement of the service model and service inventory
- Determination of the basic working principles of the service model on the basis of planning, measurement, monitoring and reporting methods
- Creation of inventories and catalogs regarding services, products and solutions
- Determination of service terms and levels between business and technology units regarding services, products and solutions
- Creation of service level documentation (SLA – service levels, OLA – operation levels, UC – underpinning conditions)
- Providing selection, installation and management support for ITSM (information technology service management) and asset management applications
- Determination of assets
- Determination of cost items (including investment costs and operational costs)
- Matching services, products and solutions with assets and cost items
- Determination of data sources and data collection, processing and analysis methods related to cost items
- Determination of reflection and distribution methods, criteria and keys for cost items
- Determination of the basic working principles of the cost model on the basis of planning, measurement, monitoring and reporting methods
- Analysis of company-specific data on costs and comparison of these data
- Identifying cost optimization opportunities
- Reviewing the compatibility of contracts with vendors and the commitments in these contracts and services offered to the institution
- Designing the ITIL information technologies service management framework, preparation and implementation of the compliance roadmap
- Designing the ISO20000 Information Technologies Service Management System (ITSMS) in line with the relevant standard, preparation and implementation of the compliance roadmap
- Providing external or co-sourcing support for internal audit within the scope of ISO20000 Information Technologies Service Management System (ITSMS)



## SAM (Software Asset Management) Services

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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, creation and improvement of SAM (software asset management) structure
- Evaluation, design and improvement of SAM (software asset management) governance and organizational structure
- Evaluation, creation and improvement of SAM (software asset management) job and job descriptions
- Evaluation, design and improvement of SAM (software asset management) process
- Evaluation, design and improvement of SAM (software asset management) tools
- License review and audit for improvement and optimisation
- License review and audit for vendor compliance requirements
- Licensing model design, confirmation of compliance with contracts and optimisation
- Selection, configuration and management support for SAM (software asset management) tools



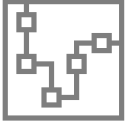
## Business and Information Technologies Service Continuity Services

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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:

- Evaluation, creation and improvement of business and service continuity and crisis management structures
- Evaluation, design and improvement of business and service continuity and crisis management governance and organizational structure
- Evaluation, creation and improvement of business and service continuity crisis management job and job descriptions
- Evaluating, designing and improving business and service continuity and crisis management processes
- Evaluation, design and improvement of the relationship between business and service continuity and crisis management processes with other corporate processes (human resources, corporate communication and compliance etc.)
- Selecting, configuration and management support for business and service continuity process management tools
- Carrying out business impact analysis
- Identifying source needs and priorities for business and service continuity
- Creating business and service continuity and crisis management strategy
- Preparation of emergency, extraordinary incident and disaster scenarios
- Planning business and service continuity
- Preparing Business / Service Continuity Plans (BCP), Emergency / Extraordinary Incident / Disaster Recovery Plans (DRP), Test Plans and Return Plans
- Evaluating and improving the maturity levels of primary / secondary data centre and disaster recovery centre (DRC)
- Providing support for data centre and disaster recovery centre selection
- Preparing a roadmap to improve operational resilience to reduce service interruptions
- Designing the ISO22301 Business Continuity Management System (BCMS) in line with the relevant standard, preparation and implementation of the compliance roadmap
- Providing external or co-sourcing support for internal audit within the scope of ISO22301 Business Continuity Management System (BCMS)



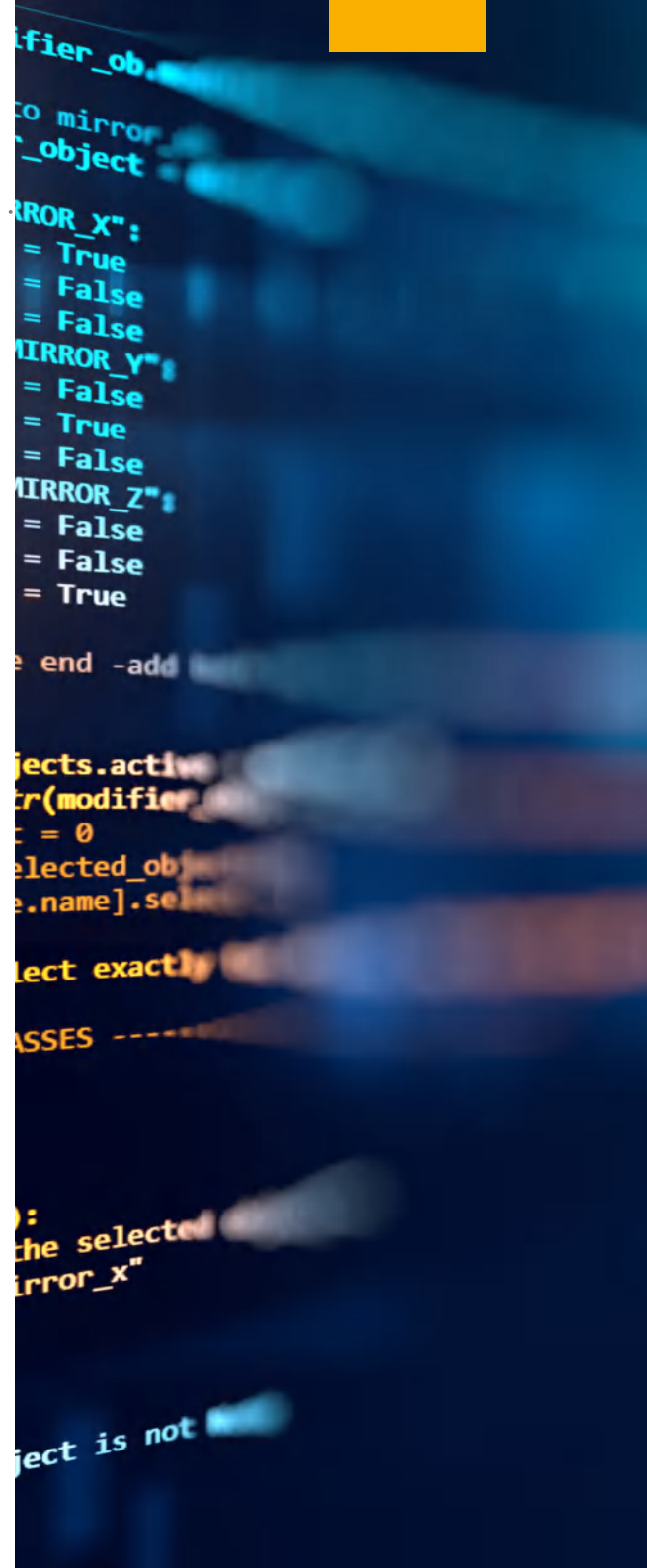
# Data Governance Services

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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





## Information Technologies Project Management Services

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The corporate and information technologies 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 corporate and information technologies project and program management structure:

- Evaluating, establishing and improving the project and program management office (PMO)
- Evaluation, creation and improvement of project and program management structure
- Evaluation, design and improvement of project and program management governance and organizational structure
- Evaluation, creation and improvement of project and program management job and job descriptions
- Evaluating, designing and improving project and program management processes
- Evaluation, design and improvement of the relationship between business and project and program management processes with other corporate processes (strategy, innovation, demand management, vendor management etc.)
- Evaluating, designing and improving the project and program management 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





## Information Technologies Vendor Risk and Governance Services

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The number of institutions that carry out some or all of their activities thanks to the services they receive from vendors (service organizations, external service providers, support service organizations, technology companies such as FinTech, InsurTech and RegTech, etc.) due to different reasons such as increasing costs and developing technology is increasing day by day. This situation highlights the expectations of the institutions in order to meet their business needs by the vendors, the requirements for the improvement of the related processes and the assurance activities that should be carried out in order to meet these expectations.

**You can find the services we offer below to improve your information technology vendor risk management and governance structure for service recipients and to improve relevant processes for service providers:**

- Evaluation, creation and improvement of vendor risk management and governance structure
- Evaluation, design and improvement of vendor management processes and controls in line with good practices, internationally accepted framework and standards and legislation
- Determining the roles and responsibilities of vendors in processes such as governance, operation, security and continuity regarding information technologies
- Evaluation of process maturity levels related to vendor management, comparison of maturity levels and preparation of improvement roadmap
- Evaluation, creation and improvement of the supply model (internal source / outsource, cloud, etc.) and supply / vendor inventory
- Evaluation, creation and improvement of the Vendor Management Plan
- Risk analysis and technical evaluation of vendors
- Evaluation, design and improvement of vendor quality and performance management processes and controls in line with good practices, internationally accepted framework and standards and legislation
- Determination of vendor service levels (SLA)
- Evaluation, design and improvement of processes and controls regarding the services provided by vendors in line with good practices, internationally accepted framework and standards and legislation
- Conducting audits in line with local and international standards such as GDS3402, ISAE3402, SOC-1-2-3 etc. for assurance needs regarding the services provided by vendors
- Auditing in line with contractual requirements regarding the services provided by vendors
- Providing evaluation and selection support for vendors
- Providing selection, installation and management support regarding systems, applications and tools used in information technology processes, business processes and corporate support processes and related services and management support (ITSM, SIEM, demand and change management, asset management, license management, backup, security etc. systems and operational systems where main activities are carried out, accounting, human resources and purchasing systems)





## Cloud Risk and Governance Services

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Due to different reasons such as increasing costs and developing technology, the number of institutions that carry out some or all of their activities thanks to the services they receive from cloud service providers is increasing day by day. This situation highlights the expectations of the institutions in order to meet their business needs by the suppliers, the requirements for the improvement of the related processes and the assurance activities that should be carried out in order to meet these expectations.

**Below you can find our services to improve your cloud risk management and governance structure for service users and related processes for service providers:**

- Evaluation, creation and improvement of cloud risk management and governance structure
- Evaluation, design and improvement of processes and controls regarding cloud usage in line with good practices, internationally accepted framework and standards and legislation
- Identifying the roles and responsibilities of cloud service providers in processes such as governance, operation, security and continuity regarding information Technologies
- Evaluating process maturity levels for cloud usage, benchmarking maturity levels and preparing an improvement roadmap
- Evaluating, creating and improving the cloud usage model and architecture in terms of technology, operation and legislation
- Risk analysis for cloud service providers and technical evaluation
- Evaluation, design and improvement of processes and controls regarding the services provided by cloud service providers in line with good practices, internationally accepted framework and standards and legislation
- Determination of cloud service providers service levels (SLA)
- Evaluation, design and improvement of processes and controls regarding services provided by cloud service providers in line with good practices, internationally accepted framework and standards and legislation
- Conducting audits in line with local and international standards such as GDS3402, ISAE3402, SOC-1-2-3 etc. for assurance needs regarding the services provided by cloud service providers
- Auditing in line with contractual requirements regarding the services provided by cloud service providers
- Providing evaluation and selection support for cloud service providers



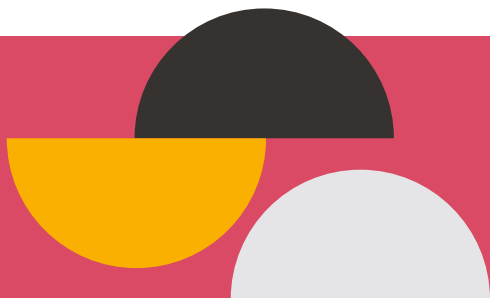
## Blockchain and Crypto Risk and Governance Services

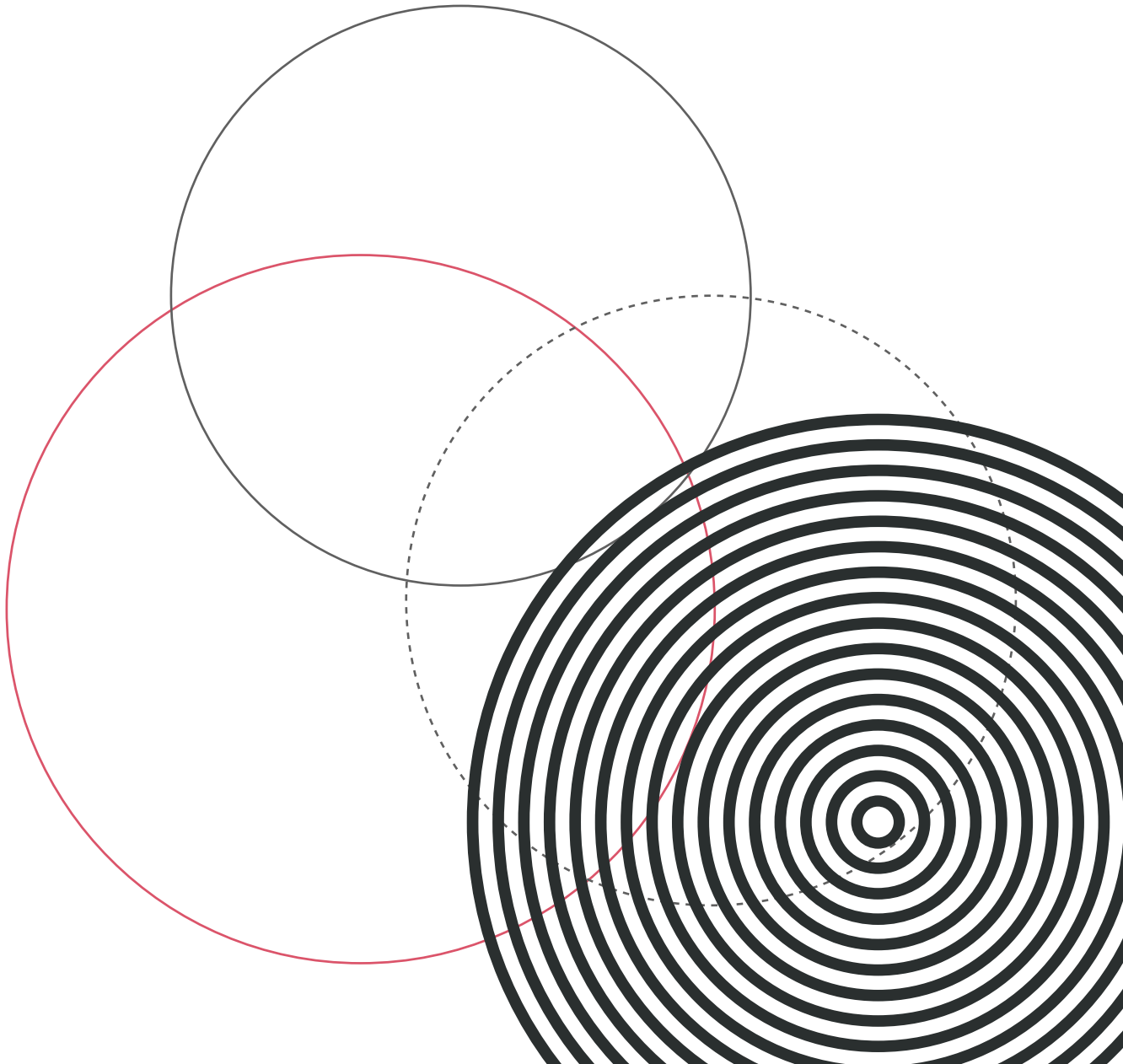
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Coordination of risk management and compliance activities is important for institutions to manage blockchain technology and crypto assets effectively and efficiently.

Below you can find our services to improve your blockchain technology and crypto asset risk management and governance structure:

- Evaluation, design and improvement of blockchain and crypto asset strategy, business model and architecture in line with regulations and strategic objectives
- Evaluation, creation and improvement of blockchain and crypto asset risk management processes
- Evaluation, creation and improvement of blockchain and crypto asset governance structure
- Carrying out risk and security assessments regarding blockchain technology and crypto assets
- Creating a roadmap for the conversion of processes, products and services with standard technologies to blockchain technology
- Evaluation, creation and improvement of processes, products, and services such as digital identity management, supplier management, contract management, where blockchain technology is used







# For a digital future

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