RSM IT ADVISORY
SERVICE CATALOGUE 2019 – 2020

October 2019

THE POWER OF BEING UNDERSTOOD
AUDIT | TAX | CONSULTING

RSM

CONTENTS

INTRODUCTION

- RSM IT Advisory is part of the RSM network and specializes in providing advice to small, medium and large institutions in all areas of their operations to optimize their internal processes, to align their operations with applicable regulations or to prepare them for future rules and Regulations.

- RSM IT Advisory focuses its services on IT Advisory & Assurance. In addition to GDPR & Privacy expertise, we are also active in various other disciplines within IT such as; IT Audit, Project Assurance, IT Risk Management, Data Advisory & Analytics, Cyber Security, Business Continuity & DRP, IT Due Diligence & IT Strategy. This means that we have a broad spectrum of knowledge and a holistic approach in which the link between business and IT is always made.

- Our group, RSM Belgium, is mainly active in Audit and assurance, Accountancy and taxation. RSM already has a great deal of knowledge and experience in guiding institutions with the implementation of audits and screenings, resulting in proposals for optimizing existing working methods and / or used software. In addition, many customers who were subjected to such an audit or screening also called on RSM IT Advisory to put in place solutions to the findings from the audit or screening and to implement the changes on the field. RSM has therefore achieved solid results with many customers and brought them into line with the best practical experience from the industry and / or current or future regulations.

- RSM Belgium is part of an international network with 750 member firms in 116 countries and with a global turnover of more than 5 billion dollars. Because of the good international contacts, expertise can also be called in (if necessary) via this route.

- RSM has 6 offices in Belgium, spread over three regions. Thanks to our extensive expertise and experience in the private, public and non-profit sectors, RSM is one of the most important service providers in Belgium for medium-sized to large institutions.

- RSM IT Advisory has built up a great deal of expertise with regard to the implementation of optimizations in the area of GDPR and data privacy, both existing processes being analyzed and corresponding new processes being worked out. A complete proprietary tool has also been developed for making a GDPR analysis.

- RSM IT Advisory stands for a no-nonsense approach and works result-oriented in all steps of the project and limits the additional workload (overhead) to an absolute minimum.

RISK ADVISORY SERVICES

In an era when technology has become essential to the running of almost every organization, the slightest disruption to IT services can have catastrophic results.

RSM can identify and manage the IT risks that your organization faces. Our technology services team is staffed with experienced professionals across all technology risk disciplines, including areas such as cyber security, data analytics and social media. We have the knowledge and practical experience to help you to manage your IT risks – before they become a problem.

In addition to seasoned auditors, our team includes individuals from a practitioner background. Amongst these are former network managers and technical IT security architects who now provide organizations with in–depth technical assurance and advice. We pride ourselves on providing clients with genuine experts in their field, and have specialist teams that will assist you in all Risk Advisory related subjects.

Working closely with our colleagues in IT advisory, fraud risk services and consulting, we'll tailor our integrated service to your needs.

To find out how RSM's IT assurance team can help your organization manage its technology–related risks, please contact

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1. Data advisory and analytics

Storing large amounts of information has become far simpler and easier in recent years. The skill is in leveraging mass data to gain new insights and ultimately drive growth. That's where RSM's wide range of data services come in.

Businesses looking for a competitive edge can take advantage of the increased ease in which large amounts of data can now be obtained and stored. Good use of data can lead to a deeper understanding of business processes, the workforce, supply chain management and even customer behavior. Risk, compliance, and internal audit teams have also found they can transform their practices using data analysis techniques, gaining insights into compliance issues, fraud and control breakdowns. RSM offers a wide range of data services designed to ensure your data is complete and accurate, as well as advanced analytics to help you drive new data insights. Our team of analytics experts can tailor its services to meet your individual needs. We can help you with:

- Audit analytics
- Enterprise architecture
- Data consolidation
- Data mining
- Data sanitization
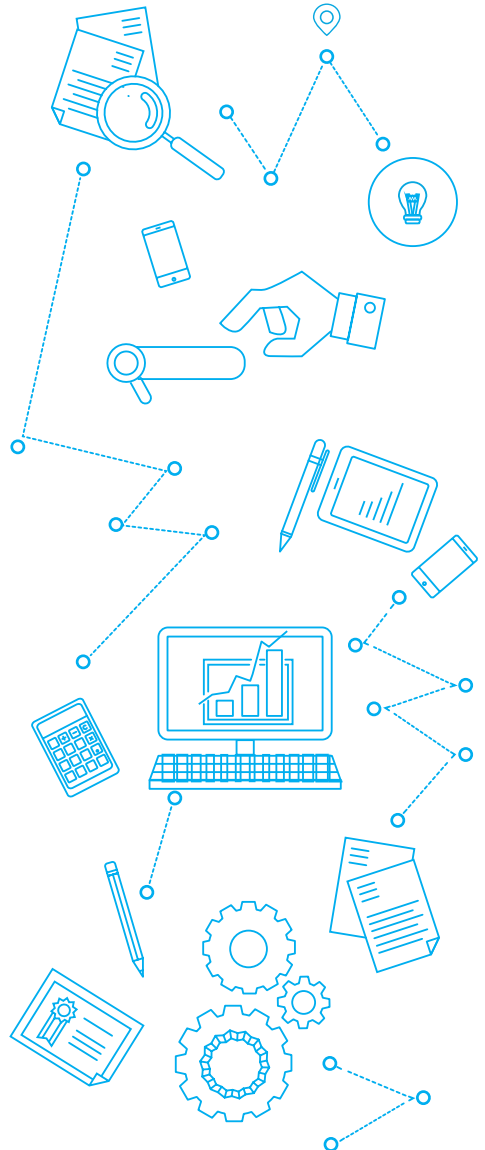
2. Information security

RSM's specialized Information Security team has a wealth of experience in delivering advice and assurance as well as providing solutions for information governance.

The need for information security underpins all IT systems, given the nature and volumes of data that such systems hold. We therefore believe that all organizations should consider information security a key ingredient of their corporate governance framework. Our proven information security assurance methodology focuses on the risks that matter. As a basis we use the ISO27001 framework combined with other frameworks such as NIST or MEHARI. We use it as the baseline to provide remediation where required. Our seasoned team has worked for many years in delivering assurance and advice. We're also experienced at developing and implementing information security solutions for our clients. This means we can offer you practical, tried–and–tested advice which is underpinned by a modern, leading edge methodology.

· Information Risk Identification
· Information Security assessment
· ISO27001 Compliance assessment
· ISO27001 Implementation and certification guidance
· Information Security Program management
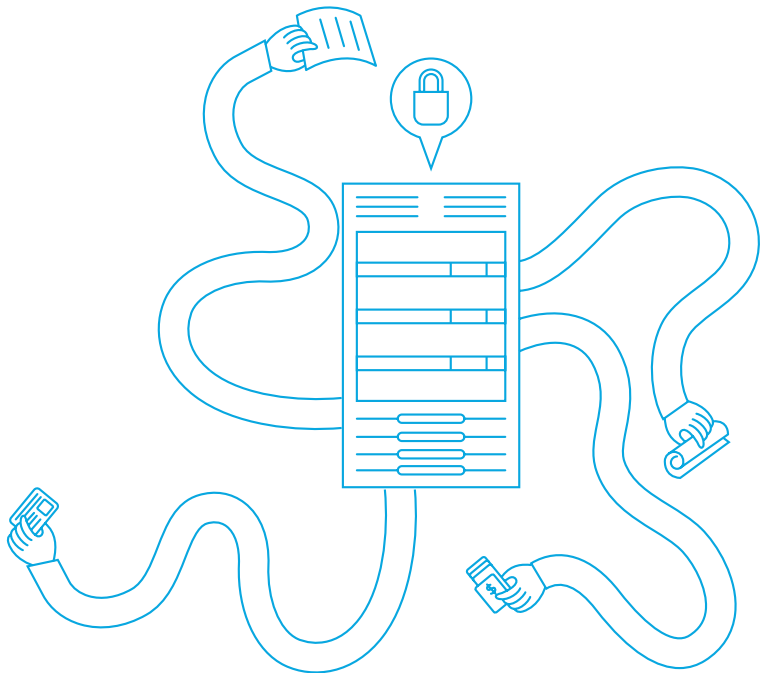
3. Cybersecurity

Nowadays, threats are still coming from both the in– and outside. Statistics show that 80% of irregularities and fraud are made possible by lack of internal control.

However, risk is more than the likelihood alone. The impact of external threats tends to be much bigger and the continuity of your organization might be at stake. It is therefore crucial to start working on the vulnerabilities your organization currently has and to ad–dress those processes in order to minimize the future risks.

Based on the three lines of defense in Cybersecurity Assurance, RSM can guide you from a current state assessment till the complete implementation of a Cyber–security program. Furthermore, combined with the privacy and information security professionals, RSM can offer you the perfect integration of the different domains in order to avoid double or counteracting measures.

· Cybersecurity assessment
· Cybersecurity Program management
· Website Penetration Testing

4. Data Privacy

With the acknowledgement and approval of the European General Data Protection Regulation, privacy has become a top corporate concern. These new privacy regulations, and the required reforms combined with a tsunami of new technologies and associated risks form new challenges for management.

RSM can provide you with the necessary knowledge and expertise to face those challenges head on. For companies that manage large amounts of personal information, privacy management is vital to mitigating security risks and protecting the identities and personal information of all stakeholders.

We defined our approach to be compliant on the legal side as well as on the IT technical side. To offer our clients the best value for money solution we developed a modular service model :

· Define Information Flows
· Data classification
· GDPR compliance Assessment
· Certified Data Protection Officers
· GDPR Compliance Program

**GDPR advice and consultancy**

Shadow DPO / Security Consultancy

GDPR Start Up / Assessment

GDPR Trainings

Full DPO as a Service

5. Regulatory and Compliance

- Compliance is mandatory, there are many laws and regulations that have an IT impact. Year by year your organization is challenged with ever growing complex and severe rules and regulations. Keeping up with these ongoing changes and translating them into pragmatic measures is challenging and time consuming.

- Rules and regulations with regards to Sarbanes–Oxley, ISAE 3402 type I and/or type II assessments and implementations, Segregation of duties (SOD), Security Audits, SSAE 16, PSD2, Migration Integrity, AML ... can be assisted, coached or completely executed by our specialist teams.

- We aim to get you up to speed as soon as possible creating added value for your organization, to ensure you will have the competitive edge.

- RSM professionals have the expertise to translate the legal requirements into pragmatic (IT) measures and solutions. We have the proven, hands on experience in executing the organizational transformation necessary to bring these processes and systems into full and effective regulatory compliance.
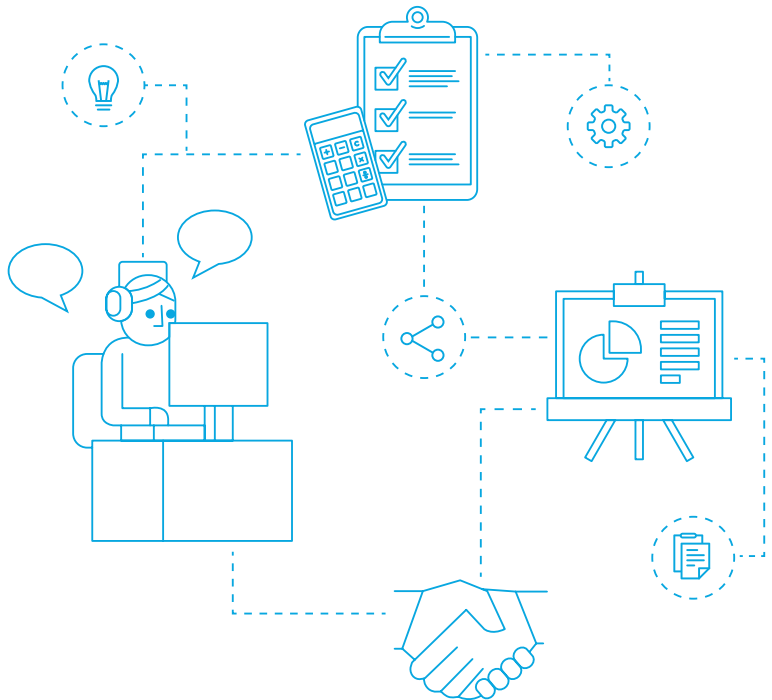
6. Project Assurance

When discussing the Project Assurance ser-vices, there are different levels to be consid-ered. The Governance Risk Compliance level services define the standards, communica-tion lines, organization and dispensation of all projects.

This might be specified into portfolio and/or program management rules. The difference between those two is that portfolio is defined as a set of projects whereas a program is defined as a set of projects with the same strategical goal.

On a management level, we can assist you in Project / Program management process-es. We deliver the expertise to implement project methodologies such as PMBOK or Prince2, we define System Development Life Cycle (SDLC) or change management processes or deliver program management skills. The skills encompass expertise on:

· Investment Management
· Project Administration
· Project risk Management
· Issue Management
· Assumption Management
· Change Management
· Progress Management
· Project Audit and
· Quality Assurance.

These are the processes that should be looked at when discussing Program Management office processes. But all of these processes can be considered separately. Often, large projects are completed with the assistance of a project risk manager. Although the pure project management role is not the key focus of RSM Project Assurance, the risk manager surely is.
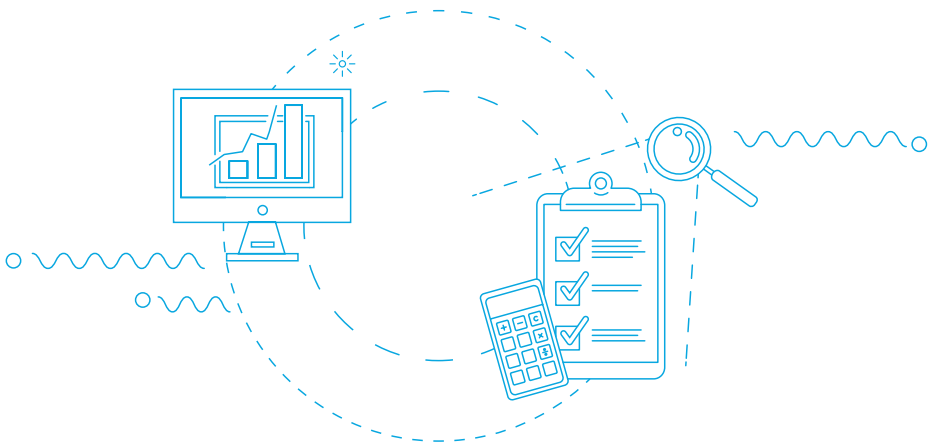
7. Business Continuity

Business continuity is the ability of an organization to maintain essential functions during, as well as after, a disaster has occurred. Business continuity planning establishes risk management processes and procedures that aim to prevent interruptions to mission-critical services, and re-establish full function to the organization as quickly and smoothly as possible.

Disaster Recovery is one of the sub-processes of BCM and encompasses the recovery of IT systems and operations.

RSM professionals can help you with:

· Business Impact analysis
· Disaster Recovery Plan
· Business Continuity Plan
· Business Continuity management
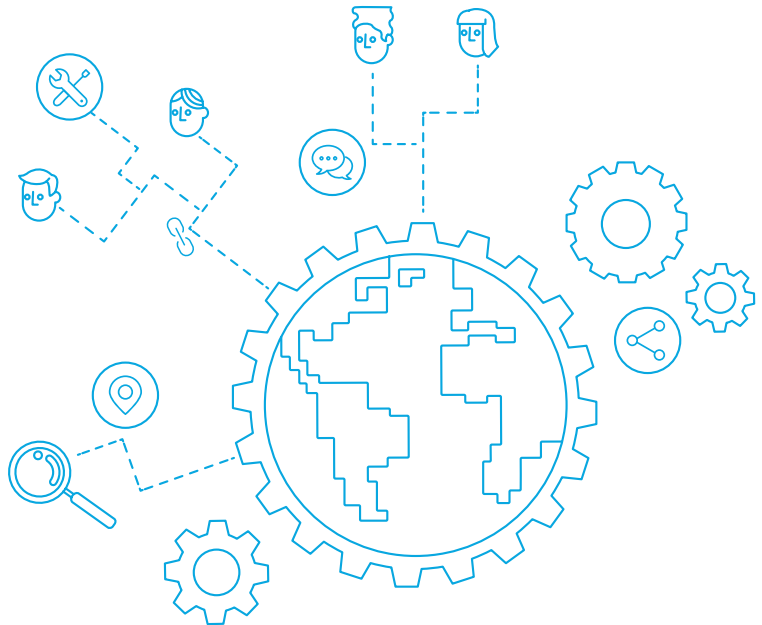
8. IT Due Diligence

RSM's IT due diligence service covers the effectiveness and resilience of core IT systems and operations, but also seeks to provide insights into the scalability and extensibility of technology usage in the target entity to support future growth plans.

A rigorous IT due diligence can be critical in a deal situation. With the increased reliance of all businesses on technology, the importance of assessing the target's strengths and weaknesses in its use of IT is greater than ever. Our service covers the effectiveness and resilience of core IT systems and operations, but also seeks to provide insights into the scalability and extensibility of technology usage in the target entity to support future growth plans. Whether on the buy or the sell side, our experienced technology consulting team can provide assurance and advice on the strategic opportunities that IT offers as well as any underlying risks. Our core IT due diligence service covers:

· IT infrastructure, networks and systems

· IT governance and controls

· IT continuity and disaster recovery arrangements

· IT skills and staffing, including third party arrangements

Our extended service also addresses the question of how technology can support and drive the target's business growth plans – for example through new channels, the addition of new products or services, or growth into international markets..
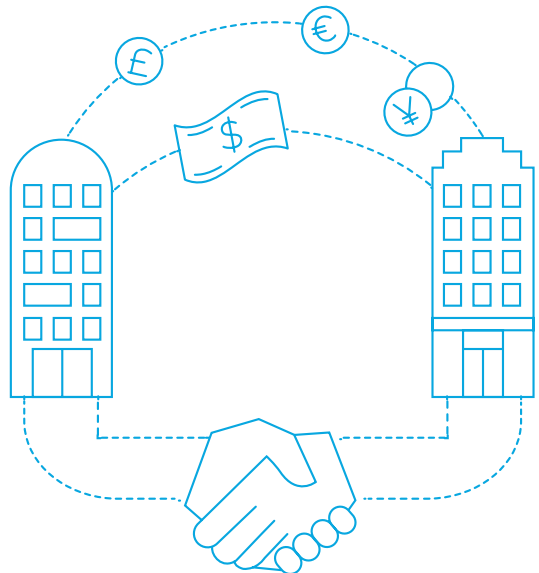
9. IT Strategy

Every organization srelies on IT systems in a larger or smaller degree. What is certain is that over time the dependency is growing, increasing the need for a sound and well thought IT Strategy that aligns business goals with the IT infrastructure.

'Bridging business with IT'

On the other hand, technology changes may endanger your organization's current environment, as new rules and regulations, vulnerabilities and threats are growing day by day.

None the less, IT is still seen in a lot of cases as a cost to run the business.

RSM professionals can assist in defining IT as an enabler for your organization or translate your business strategy into an IT strategy, ready for the future. It deals with technological aspects such as networks, systems, and applications and governance aspects such as service management, project management, security and HR, ...
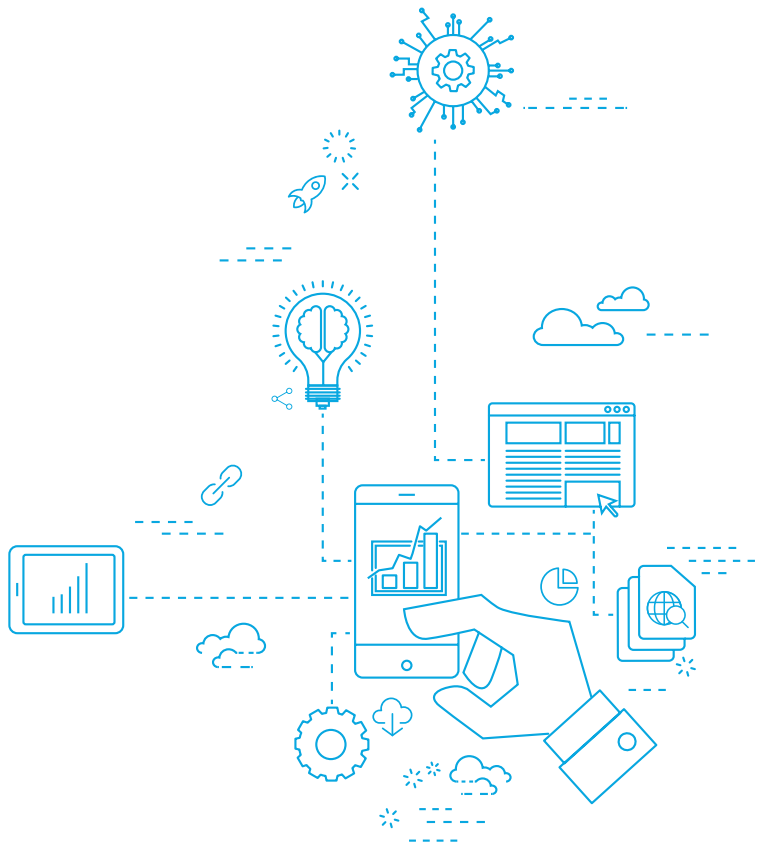
10.Cloud Advisory

The shift from traditional 'on-premise' IT to technology services delivered via the internet represents the biggest change in corporate IT since the introduction of the PC. We can help you make the most of what the cloud has to offer. Cloud computing is here to stay. More and more SMEs and mid-market organizations are replacing their physical servers and systems with IT services delivered via the cloud. Moving to the cloud can bring big advantages.

· Spreading IT investment costs
· Better flexibility
· Allowing management to focus on the core business instead of maintaining IT systems

But the cloud offers a very diverse set of IT services and it is important to understand what you are looking for and which providers can meet your needs. It is also critical to conduct full due diligence on cloud suppliers before making any commitments. You need to know, for example, that there will be mechanisms in place to allow you to retrieve your data should the supplier cease trading. The range of cloud services available include:

· Software-as-a-Service (SaaS), such as NetSuite or Salesforce.com
· Infrastructure-as-a-Service (IaaS)
· Business processes-as-a-Service (BPaaS)
· Managed desktop
· Unified comms

RSM can help you to navigate the complexity of the cloud, understand what services are right for you, identify potential suppliers, help you select the right ones for your business and help ensure a smooth migration from your legacy IT to the cloud.
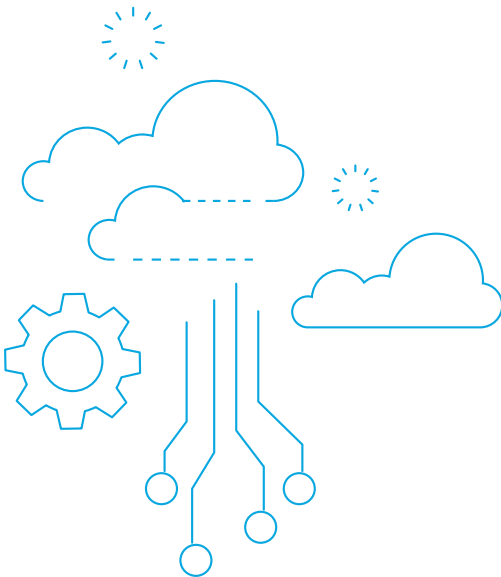
11. Digital Transformation

Digital transformation is the integration of digital technology into all areas of a business, fundamentally changing how you operate and deliver value to customers. It's also a cultural change that requires organizations to continually challenge the status quo, experiment, and get comfortable with failure.

RSM can assist you to transform your current IT landscape and enter the world of digitalization. We have experienced knowhow on:

Blockchain
Blockchain technology is complex and difficult to wield. Truly taking advantage of blockchain not only requires businesses to adapt existing business models, but to reimagine them from scratch.

Artificial Intelligence
Being around for more than 60 years, artificial intelligence (AI) is now a part of our daily lives – be it chatbots, robot advisors, cognitive computing and much more that act as an aid to many financial institutions. It has proved to be faster, engaging organizations further helping them grow. AI is the key to successful business operations.

Robotic Automation of Processes
Robotic Process Automation is the technology that allows anyone today to configure computer software, or a "robot" to emulate and integrate the actions of a human interacting within digital systems to execute a business process.
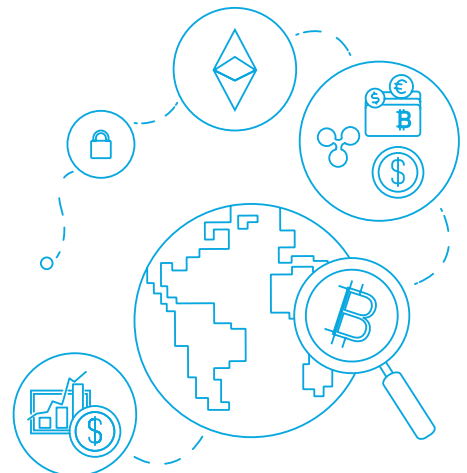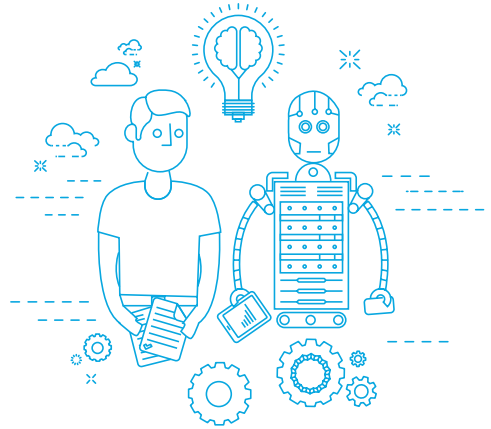
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