DXC GDPR Services for Oracle Cloud

Client Presentation

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Agenda

- **Context**
- **Offering overview**
- **Solution**
- **Successful outcomes**
- **Next steps**
- **About DXC Technology**

Context

- **Business/market trends**

- **Client needs/challenges**

- **Value proposition**

- **Why choose DXC Technology?**

Business trends

General Data Protection Regulation (GDPR) – Effective May 2018

Applies to all entities that hold or process EU data subjects' personal information

Direct obligation on data processors globally for EU data subjects

Imposes a radical, much tougher data protection regulatory regime

Mandates that organizations be compliant and demonstrate their compliance all the time

Makes organizations liable for substantial penalties (4% of global turnover or 20 million euros whichever is higher), making it essential for organizations to adhere to GDPR

Susceptible to greater risk of liability for class actions (no material damages needed)

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Client needs and challenges

Greater responsibility for personal data

- Responsible if data given to another organization to process

- Data processors have direct obligation for EU residents' data wherever they are globally

- Need to ensure data only used for purpose for which consent has been given

Risks involved

- Risk of noncompliance

- Noncompliance makes organizations liable for substantial penalties

- Risk of class action

Demonstrate compliance

- Greater transparency
- Regulation of information
- Access and communication of individual's data

Impact of systems holding personal data

- Need to apply required updates to systems and processes to manage the vast volume of data

- Need to ensure that data subject's consent is recorded

- Need to ensure system can handle potential high volume of requests for personal data

- Knowledge of customizations' impact on personal data may not be available inhouse

- .

GDPR imposes a radical and tougher data protection regime

▼ **Anticipated steep rise in requests for personal data**

▼ **Adherence is mandatory to avoid penalties**

▼ **Anticipated increase in workforce to support adherence**

Non-adherence to GDPR requirements is likely to draw heavy penalties and makes organizations susceptible to class actions.

Most organizations likely to see steep rise in requests for personal data post GDPR

GDPR also stipulates that organizations respond within reasonable timelines for all requests

4% of global turnover or 20 million euros, whichever is higher

Data subjects no longer need to prove material damage, making organizations susceptible to class actions

Anticipated steep rise in volume for personal data requests would force organizations to increase workforce and financial burden to handle those requests

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Value proposition

The introduction of GDPR in May 2018, has placed a burden on all organizations holding or processing personal data to demonstrate that these details are accurate and only being held for the purposes to which the individual consented.

GDPR compliance support

A "Personal Details Report" contributes to the demonstration of compliance to the regulations, that a process has been put in place and that a high volume of requests for personal data can be responded to within 30 days.

Automation and standardization

Automation of reporting process produces consistent results and minimizes the amount of manual intervention required to produce the reports, as well as reducing the need to recruit additional staff to support the new regulations.

Rapid and quick reporting

Running large numbers of reports during working hours can impact system performance as it copes with high traffic volumes across the network and then processing power required to generate the reports. Scheduling this activity for off-peak periods minimizes impacts but leaves the option to run on demand if/when required.

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Why choose DXC Technology?

Partner alliance – DXC has been an Oracle partner for over 30 years. Currently a Platinum Partner and Cloud Select Partner and part of the Oracle Cloud Excellence Implementer (CEI) program.

Expert Oracle capability – DXC has a global team of 9,000+ certified Oracle experts to advise, deliver and support Oracle solutions

Comprehensive – DXC offers a comprehensive GDPR solution for Oracle including the Oracle Fusion Middleware and application tool kits.

Speed to value – DXC's preconfigured DXC Oracle Toolkit includes questionnaires, configuration workbooks, test scripts and automation, and provides a consistent, repeatable approach to accelerate cloud migration and deliver business results in weeks, not months.
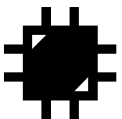
End-to-end solution – DXC has a complete range of specialized capabilities including Security, Digital Transformation, Consulting and Business Process Services to compliment our Oracle capabilities.

Offering overview

- **Offering description**

- **Benefits/key features**

- **Typical deliverables**

- **Industry applications**

Offering description

Following the implementation of GDPR in May 2018, it is anticipated that there will be a vast growth in demand from EU nationals to know what personal details are held by various organizations.

DXC has developed a "GDPR Personal Details Report" that can be run on demand to extract relevant data from Oracle applications. This can be extended to include data held in user-defined fields, custom tables and industry specific or specialized modules within the wider suite of applications by engaging with DXC's Oracle Consulting and Advisory services.

Benefits

Enhance GDPR compliance
The automated process enables organizations to handle the requests for personal data, hence enhances GDPR compliance.

Handle personal data requests efficiently
The automated solution enables organizations handle the requests for personal data in an efficient, reliable and consistent manner.

Minimize performance overheads
The program can be scheduled to run overnight, thus avoiding performance overheads on system and network during peak hours.

Extendible to include custom fields
The report can be extended easily and efficiently to include custom fields / tables, extra information types (EITs) and descriptive flexfields (DFFs).

Audit report to prove compliance
The audit reports can be used by organizations to monitor activity and prove compliance.

Quick to implement
The report is preconfigured so implementation is quick.

Deliverables

1

Standard report for personal data

- Preconfigured report for standard personal data for customer, employee or supplier
- Available for Oracle Applications

2

Consultancy

- Enhancing the report for customized fields and tables
- Assisting with data inventory, data dictionary
- Supporting data rationalization

3

Audit report for personal data

- Used for internal and external audit inspections
- Two Report formats – Detail and Summary
- Detail – select parameters for details of report request activity for data subjects
- Summary – Displays the type, category and number of records enquired on between selected parameters

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Industry applications

Insurance

Trends

- Insurance industry main driver is risk management, which requires large volumes of personal data for actuaries to derive information.
- Large volumes are stored for policy holders with increasing quantities resulting from the growth of online quotes.
- Insurance companies, purely by the type of data they hold and use, are affected by GDPR requirements.

Retail

Trends

- Retail organizations hold a lot of personal details including credit ratings and financial transactions, i.e. where the account holders spend their money.
- This data is of great value to the these and other organizations to know where to target marketing campaigns.
- Retail organizations are working hard to meet their industry compliance requirements and GDPR will add to that burden.

Utilities

Trends

- With the ease of movement customers have between utility providers today the companies need to be mindful of what customer personal data they hold, who they pass it on to.
- If the utility organization does not know what personal data it holding or where it is in their systems then they could be liable under the new regulations when they are audited by external compliance organizations.
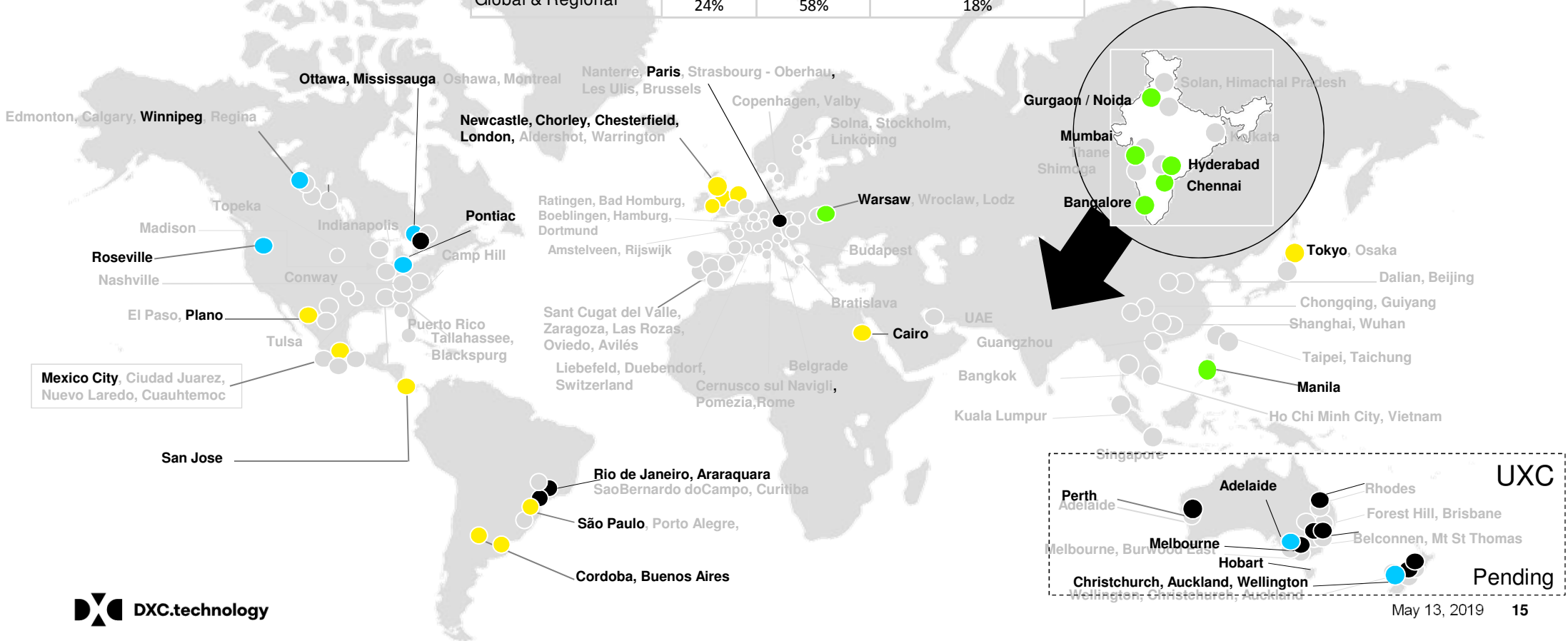
Solution

- **DXC delivery capabilities**
- **Delivery approach and milestones**

Oracle Practice application delivery centers

Global Delivery Network (GDN)

Oracle Delivery FTEs	Americas	ANZ& Asia	UKIIMEA & N.C. Europe
Global & Regional	24%	58%	18%

Ottawa, Mississauga — Oshawa, Montreal

Edmonton, Calgary, Winnipeg, Regina

Nanterre, Paris, Strasbourg - Oberhau, Les Ulis, Brussels

Copenhagen, Valby

Solna, Stockholm, Linköping

Newcastle, Chorley, Chesterfield, London, Aldershot, Warrington

Topeka

Madison

Indianapolis

Pontiac

Camp Hill

Roseville

Nashville

Conway

Ratingen, Bad Homburg, Boeblingen, Hamburg, Dortmund

Amstelveen, Rijswijk

Warsaw, Wroclaw, Lodz

Budapest

El Paso, Plano

Tulsa

Puerto Rico
Tallahassee, Blackspurg

Sant Cugat del Valle, Zaragoza, Las Rozas, Oviedo, Avilés

Bratislava

Mexico City, Ciudad Juarez, Nuevo Laredo, Cuauhtemoc

Liebefeld, Duebendorf, Switzerland

Belgrade

Cernusco sul Navigli, Pomezia, Rome

Cairo

UAE

Guangzhou

San Jose

Rio de Janeiro, Araraquara
SaoBernardo doCampo, Curitiba

São Paulo, Porto Alegre,

Cordoba, Buenos Aires

Gurgaon / Noida

Solan, Himachal Pradesh

Mumbai

Kolkata

Thane

Shimoga

Hyderabad
Chennai

Bangalore

Tokyo, Osaka

Dalian, Beijing

Chongqing, Guiyang

Shanghai, Wuhan

Taipei, Taichung

Bangkok

Manila

Kuala Lumpur

Ho Chi Minh City, Vietnam

Singapore

UXC

Perth
Adelaide

Adelaide

Rhodes

Forest Hill, Brisbane

Melbourne, Burwood East

Melbourne

Belconnen, Mt St Thomas

Hobart

Christchurch, Auckland, Wellington

Wellington, Christchurch, Auckland

Pending

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Delivery approach designed to work for Oracle Applications

Small

- Includes personal data held in standard fields of standard oracle applications
- Includes personal data for customer, employee or supplier
- Includes audit report for personal data that is changed

Medium

- Standard report extended to include personal data held in descriptive flex fields (DFF)
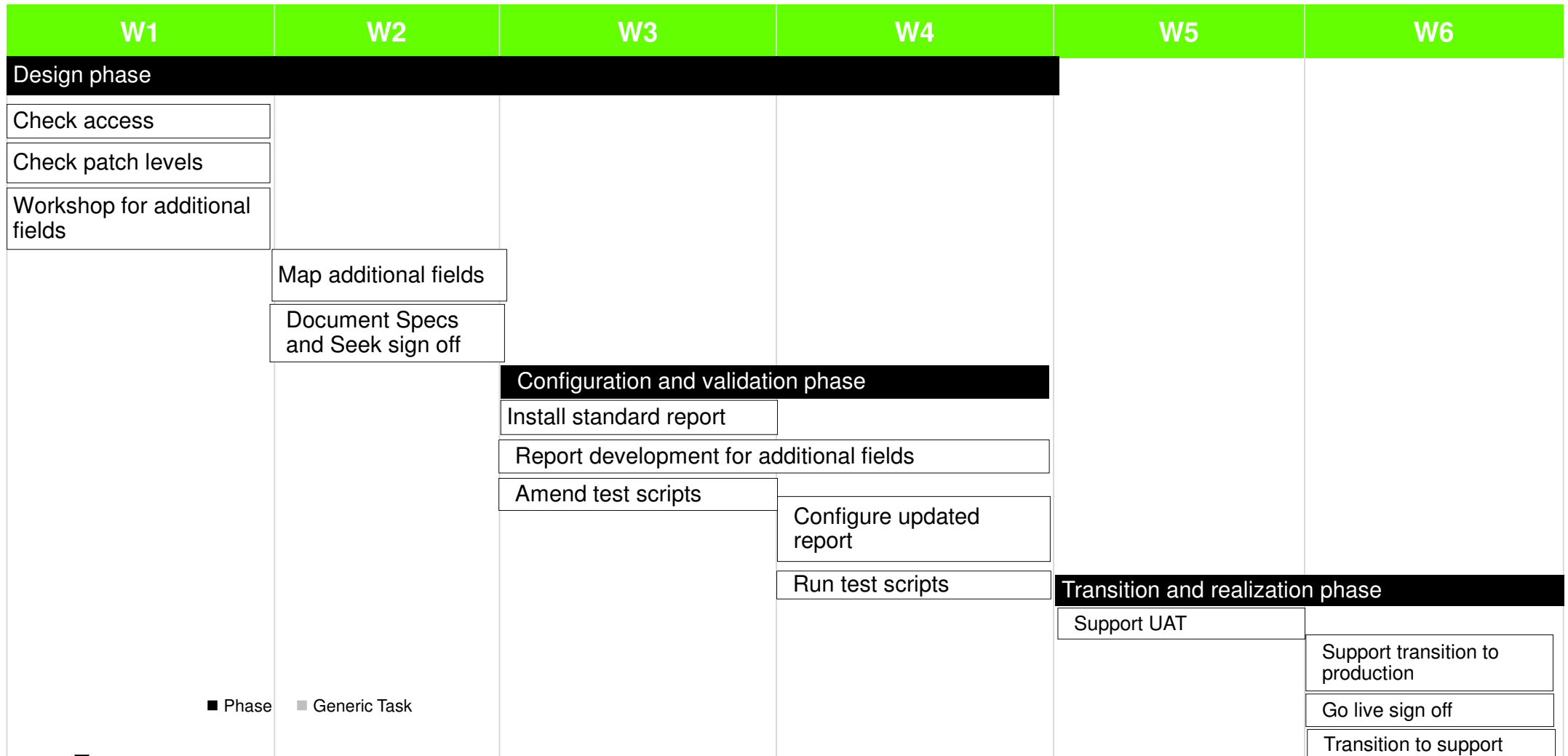- Standard report extended to include personal data held in extra information tables (EITs)

Large

- Standard reports extended to include personal data from up to 2 industry-specific applications
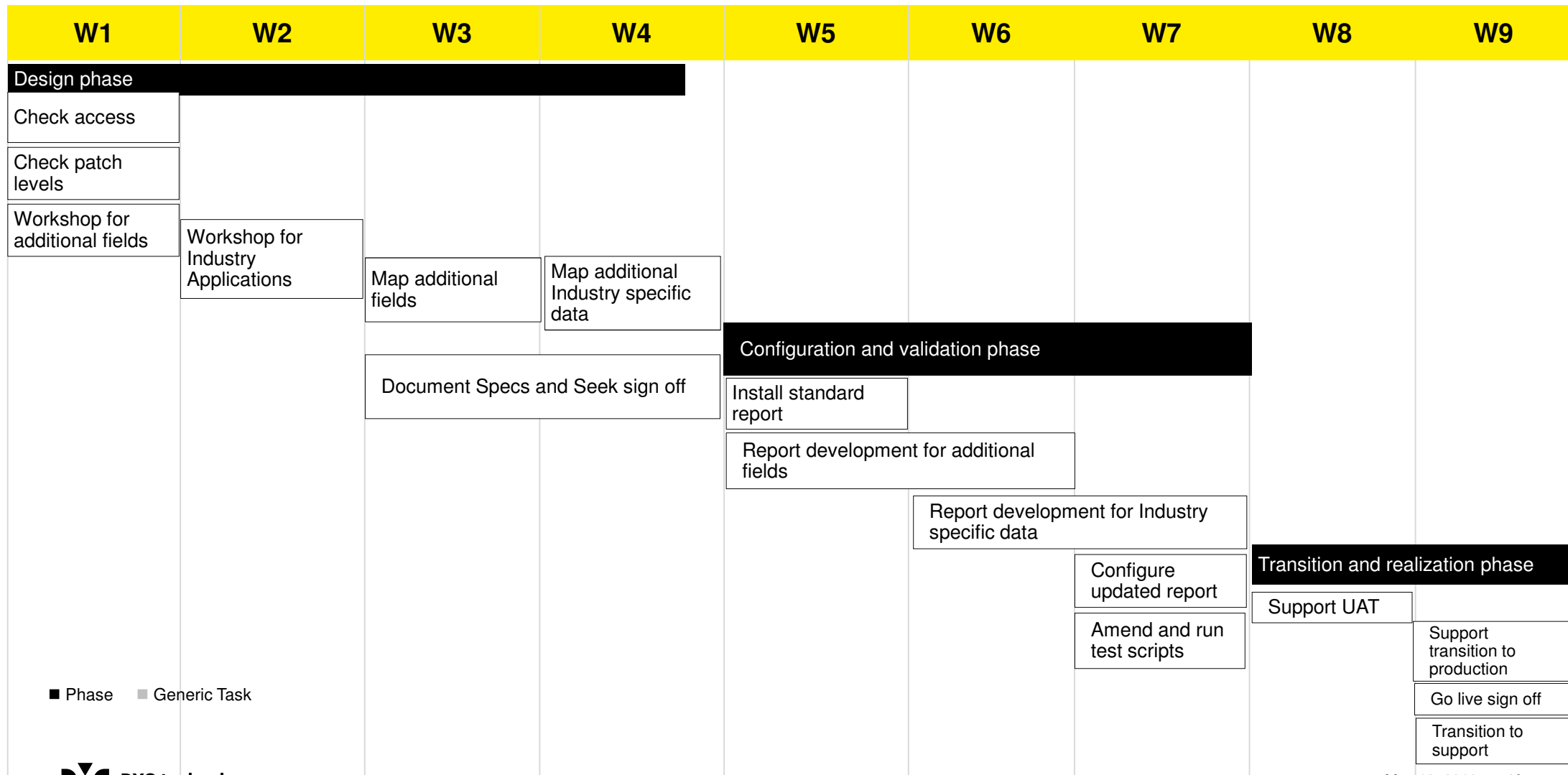
▼ Delivery milestones - Small

D1	D2	D3	D4	D5

Design phase

Check access

Check patch levels

Enable report access

Configuration and validation phase

Install standard report

Configure report access

Run test scripts

Amend standard delivery instructions

Transition and realization phase

Support UAT

Support transition to production

Go live sign off

Transition to support

■ Phase ■ Generic Task

Delivery milestones - Medium

W1	W2	W3	W4	W5	W6

Design phase

Check access

Check patch levels

Workshop for additional fields

Map additional fields

Document Specs and Seek sign off

Configuration and validation phase

Install standard report

Report development for additional fields

Amend test scripts

Configure updated report

Run test scripts

Transition and realization phase

Support UAT

Support transition to production

Go live sign off

Transition to support

■ Phase ■ Generic Task

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▼ Delivery milestones - Large

W1	W2	W3	W4	W5	W6	W7	W8	W9

Design phase

Check access

Check patch levels

Workshop for additional fields

Workshop for Industry Applications

Map additional fields

Map additional Industry specific data

Document Specs and Seek sign off

Configuration and validation phase

Install standard report

Report development for additional fields

Report development for Industry specific data

Configure updated report

Transition and realization phase

Support UAT

Amend and run test scripts

Support transition to production

Go live sign off

Transition to support

■ Phase   ■ Generic Task

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Successful outcomes

- **Return on investment**

- **Case studies / use cases**

Return on investment

COMPLY WITH GDPR

DXC can help companies avoid fines for GDPR noncompliance, which can be up to 20M EUR or 4% of the global organization turnover. DXC's offering is unique; there is no other equivalent off-the-shelf solution available for Oracle Applications. And DXC offers a quick ROI by implementing this reporting within 30 days.

Avoid fines which can be up to **20M**

REDUCE MANUAL EFFORT

Extracting data subjects' personal details when requested can take significant time and manual processes are subject to error and inconsistencies. DXC automates this process, which minimizes human intervention, supports large numbers of requests and handles demand peaks. The solution is flexible enough to include user-defined fields (DFFs, EITs), custom tables and industry-specific and specialized application modules. Companies can expect ROI from this automation in 3 - 6 months.

In **3-6 months**
ROI is expected

SAVE SCARCE RESOURCES

DXC's solution can be implemented and running more quickly than in-house development. DXC can save company resources time, or even eliminate the need to hire new resources for in-house development, with an expected ROI within 6 months or less.

Eliminate the need to hire new resources

How do you measure value?

Enhanced GDPR compliance

The automated process to handle the requests for personal data, hence enhances the compliance to GDPR without increasing workforce.

Minimized performance overheads

The program can be scheduled to run overnight, thus avoiding performance overheads on system and network during peak hours.

Scalable solution

The preconfigured report can be extended to include custom fields, columns, DFFs and EITs.

Brand credibility

The automated process enables organizations to respond to all requests for personal data, hence keeping the brand credibility intact.

Audit report

The preconfigured audit report enables organizations to monitor the activity and prove compliance to GDPR.

Efficient process to handle the personal data requests

The automated solution enables organizations to handle the requests for personal data in an efficient, reliable and consistent manner.

Minimized impact on workforce

The preconfigured report is automated hence the need for specialised workforce is minimised, without compromising the response time for requests.

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Insurance industry
Solution for GDPR personal data requests

Business need

The insurance industry is affected by the GDPR requirements due to nature of the data held and used. Large volumes of data stored for policy holders, for actuarial purpose and quotes for potential policy holders.

DXC solution

- Provide automated extract of the personal data to handle requests for personal data in a consistent and efficient way
- Report in user readable format
- Provide ability to run an audit report for data subjects to validate actions and to prove compliance
- Provide ability to schedule the reports in bulk, avoiding peak hours

Client outcomes

- Lower chances of penalties due to noncompliance
- Avoid need to recruit specialized workforce to cope with potential steep increase in requests for personal data
- Reduce performance overheads on system and network through the ability to schedule the reports

Retail industry
Solution for GDPR personal data requests

Business need

The retail industry holds large amount personal data for customers, including credit scores and financial transactions. Due to the nature of the data held and used, the retail industry is affected by GDPR requirements.

DXC solution

- Provide automated extract of the personal data to handle requests for personal data in consistent and efficient way
- Report in user readable format
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Utilities industry
Solution for GDPR personal data requests

Business need

The utility providers hold large amount personal data for customers their financial records. This is needed especially since the customers are switching utilities providers frequently and easily. Due to the nature of the data held and used in utilities industry, it is affected by the GDPR requirements holders.

DXC solution

- Provide automated extract of the personal data to handle requests for personal data in a consistent and efficient way
- Report in user readable format
- Provide ability to run an audit report for data subjects to validate actions and to prove compliance
- Provide ability to schedule the reports in bulk, avoiding peak hours

Client outcomes

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Next steps

Client next steps

1 — **Leverage our expertise** to enhance compliance to GDPR requirements.

2 — **Plan an assessment session** — Schedule an assessment session to assess how DXC can extend the report for custom data.

3 — **Plan a deep dive session —** Schedule a strategy session to learn how DXC can further strengthen your compliance to GDPR requirements.

Learn more | www.dxc.technology

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Get started today: Schedule a workshop or assessment

1 Leverage the preconfigured report, tailored for GDPR requirements and quick to implement to achieve compliance.

2 Take advantage of the extendible feature of the report to include user defined and custom fields and columns.

3 Leverage the expertise of DXC Oracle consultants to enhance the report to include customized data by scheduling workshops.

4 Access complimentary services from DXC to enhance GDPR compliance for other challenges.

About DXC Technology

DXC Technology at a glance

$21+B
global IT services leader

250+
partner network with
best-of-breed partners

16 strategic partners
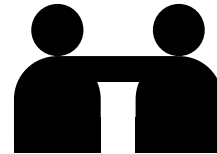
~6,000
clients
200+ Fortune 500 companies

60+
years of innovation
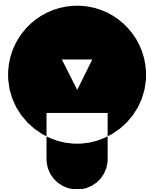
134,000
employees worldwide

9
streamlined offering
families
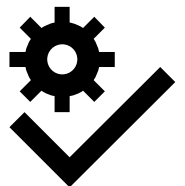
#19
of *CR Magazine*'s 100
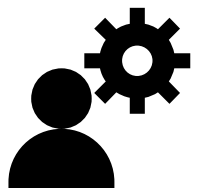Best Corporate Citizens
for 2018

70+
countries

10,000+
Agile/DevOps
professionals

Nine global offering families

Cloud & Platform Services

We help clients maximize their private cloud, public cloud and legacy infrastructure, as well as securely manage their hybrid environments.

Security

Our security solutions help predict attacks, proactively respond to threats, ensure compliance and protect data, applications, infrastructure and endpoints.

Enterprise & Cloud Apps

We provide industry, business process, systems integration and technical delivery experience to maximize value from enterprise application portfolios.

Workplace & Mobility

Our workplace, mobility and IoT services provide a consumer-like experience with enterprise security and instant connectivity for our clients.

Application Services

Our comprehensive services help clients modernize, develop, test and manage their applications

Consulting

We help clients accelerate their digital transformations and business results with industry, business, technology, and complex integration services.

Analytics

Our portfolio of analytics services and robust partner ecosystem helps clients gain rapid insights and accelerate their digital transformation journeys.

Business Process Services

We provide seamless digital integration of front and back offices. The result: unlimited business outcomes.
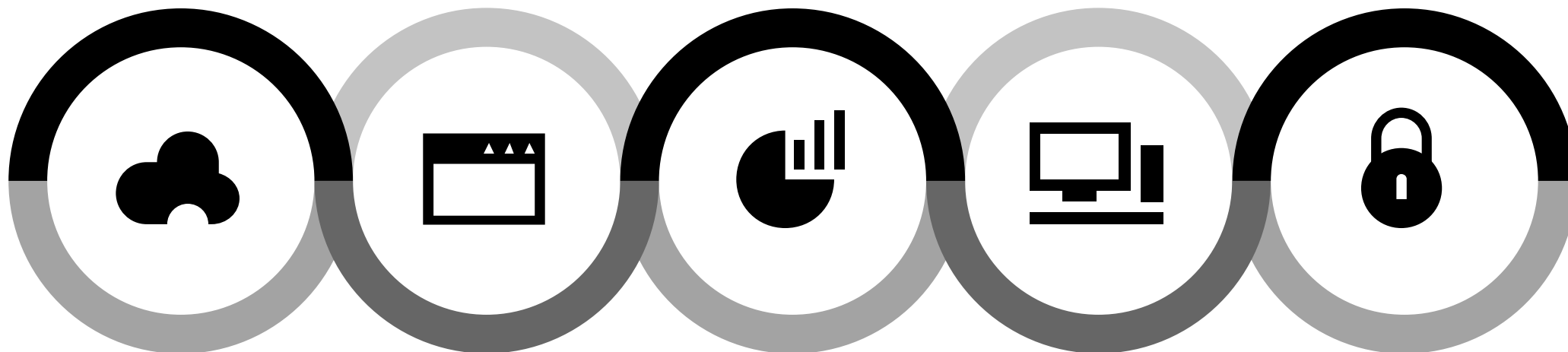
Industry Software & Solutions

Our industry-specific solutions enable businesses to quickly integrate technology, transform their operations and develop new ways of doing business.

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Deep experience in digital solutions

Cloud

- 800+ managed cloud clients
- Experts in managing complex, enterprise-scale migrations
- 310,000 managed virtual machines
- 20,000+ Microsoft professionals and 1,000+ AWS professionals

Applications

- Support for 1 million+ applications and 1,000 clients
- Deep expertise in modernizing, developing, testing and managing applications
- 50,000 application services professionals
- 30+ years of global delivery experience

Analytics

- 8,000+ analytics professionals
- Preconfigured analytics platforms available on premises or in the cloud
- Industry-focused approach to analytics solutions

Workplace & Mobility

- Largest workplace and mobility solutions provider, with 8.5 million user devices under management
- 24,000+ certified workplace engineers
- Recognized as leader by Gartner, IDC, Everest, ISG and NelsonHall

Security

- Global security services provider for traditional and next-generation IT environments
- 4,000+ security professionals
- Vendor-agnostic advisor and prime security integrator
- Global around-the-clock management and monitoring
- 10+ Intelligent Security Operations Centers globally
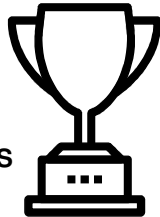
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DXC Oracle Practice at a glance

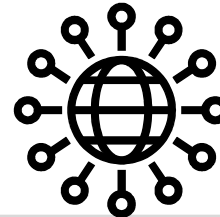**2016** WINNER OF DBAAS PARTNER AWARD

3 YEARS RUNNING: SHORTLISTED FOR DBAAS PARTNER AWARD
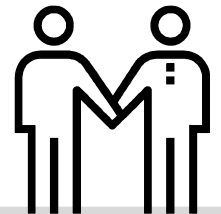
UK&I

2.6M+ ORACLE CLIENT LICENSES UNDER MANAGEMENT

30+ DXC MANAGED PLATFORM AS A SERVICE (PAAS) CUSTOMERS

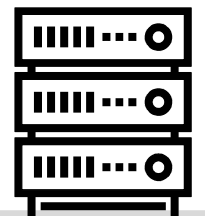200+ FORTUNE 500 COMPANIES

30-yr DXC–ORACLE RELATIONSHIP

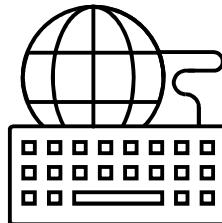**8,000+** ORACLE-CERTIFIED CONSULTANTS

26+ ENGINEERED SYSTEMS CUSTOMERS
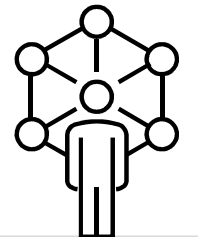
37 STRATEGIC DELIVERY CENTERS

70+ COUNTRIES

4,500+ ORACLE CUSTOMERS

DXC Technology and Oracle: Stronger Together

Hybrid cloud

Specialized resources

Standardized accelerators

Customer-driven innovation

New markets and business models

Unparalleled customer intimacy

Accelerated time to value

Simplify business models

Hiring and retaining top talent

Real-time insights

Agile business operations

Big data

Mobility

IoT

DXC.technology

ORACLE®

Oracle White Glove

Oracle Applications Unlimited

ORACLE Platinum Partner Cloud Select North America Oracle Cloud Managed Service Provider

ORACLE Cloud Excellence Implementer Program **FY18**

DXC			ORACLE			
91 DATA CENTERS GLOBALLY	**>8K** CERTIFIED RESOURCES	**>7K** SPECIALIZATIONS	**$5.5B**	ANNUAL R&D SPEND	**190** COUNTRIES	**35** LANGUAGES

Customer-aligned digital offerings

- DXC Managed Platform as a Service
- DXC Enterprise Applications Migration to Cloud for Oracle

- DXC Digital Transformation Assessment for Oracle
- DXC Red Beverage and Red Campus Solutions for Oracle

- Oracle Cloud Applications (SaaS)
- Oracle Platform (PaaS)

- Oracle Infrastructure (IaaS)
- Oracle Cloud at Customer

Thank you.

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