



Meet us at  
stand 11

## Building Operational Resilience:

How Modern Service Management Supports DORA Compliance in the Financial Sector



**Zoran Habijan**

CTO, Service Management consultant

[zoran.habijan@imaves.hr](mailto:zoran.habijan@imaves.hr)

IMAVES

# Agenda

## About Imaves

- Who we are and what we do – very short

## Regulatory & Compliance Challenges

- DORA and the operational resilience landscape

## Solution – Modern Service Management

- Introducing Xurrent: Modern service-centric platform

## How Xurrent Helps Achieve Compliance

- Key features for resilience, governance, and reporting

## Summary & Next Steps

- Building a DORA-ready operating model

**Imaves** is a technology and consulting company specialized in Service Management with more than 20 years of experience across different industries, including Financial, IT & Communication, Public Services, and Retail.

Since its founding, Imaves has been helping organizations optimize their business processes and improve service delivery through tailored IT solutions.

**2002** Founded - BMC partner, ITIL certification

**2005** Service Management specialization

**2019** Xurrent partner

**2019** Pricefx partner

**2024** Development of **Imaves MIRA**

**2026** Tripl-i partner



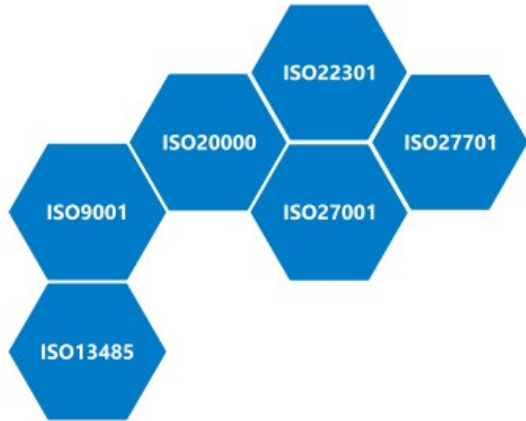
**Imaves Service Management implementations:**

- Addiko Group
- Sport Vision Group
- NEXE Group
- Sistemaš
- SETCOR
- Imaves
- APIS IT
- Centralna banka Bosne i Hercegovine
- Dom Zdravlja Zagreb - Centar
- Ericsson Nikola Tesla Zagreb
- Hrvatska banka za obnovu i razvitak (HBOR)
- Hrvatski zavod za mirovinsko osiguranje (HZMO)
- HYPO Leasing Slovenia
- itSoft
- JP Elektroprivreda BiH Sarajevo
- Međunarodna zračna luka Zagreb
- Ministarstvo rada i mirovinskog sustava
- mStart
- Raiffeisen Bank Austria Zagreb
- SPAN
- TISAK
- Zagrebački velesajam
- Zajednički Informacioni Sistem Beograd
- Zajednički Informacijski Sustavi Zagreb

# Agenda

## Regulatory & Compliance Challenges

- DORA and the operational resilience landscape



Third-party risk management (TPRM)

AI Act:   
implications for the EU  
banking and payments sector



Financial institutions should **maintain an up-to-date inventory of their ICT assets** (including ICT systems, network devices, databases, etc.). The ICT asset inventory should store the configuration of the ICT assets and the links and interdependencies between the different ICT assets, to enable a proper configuration and change management process.

Financial institutions should **monitor and manage the life cycles of ICT assets**, to ensure that they continue to meet and support business and risk management requirements. Financial institutions should monitor whether their ICT assets are supported by their external or internal vendors and developers and whether all relevant patches and upgrades are applied based on documented processes. The risks stemming from outdated or unsupported ICT assets should be assessed and mitigated.



## The Digital Operational Resilience Act (DORA) - Regulation (EU) 2022/2554

What is the Digital Operational Resilience Act (DORA)?

The Digital Operational Resilience Act (Regulation (EU) 2022/2554) solves an important problem in the EU financial regulation. Before DORA, financial institutions managed the main categories of operational risk mainly with the allocation of capital, but they did not manage all components of operational resilience. After DORA, they must also follow rules for the protection, detection, containment, recovery and repair capabilities against ICT-related incidents. DORA explicitly refers to ICT risk and sets rules on ICT risk-management, incident reporting, operational resilience testing and ICT third-party risk monitoring. This Regulation acknowledges that ICT incidents and a lack of operational resilience have the possibility to jeopardise the soundness of the entire financial system, even if there is "adequate" capital for the traditional risk categories.

# Agenda

## Solution – Modern Service Management

- Introducing Xurrent: Modern service-centric platform

## How Xurrent Helps Achieve Compliance

- Key features for resilience, governance, and reporting

# Introducing Xurrent: Modern service-centric platform

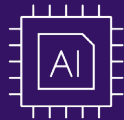
Xurrent™ streamlines Service Management and IT Operations Management with a unified platform that includes AI-powered automation, real-time incident management and response, and proactive communication through status pages. Our platform automates workflows, enhances collaboration, and boosts productivity. Built for scalability, Xurrent seamlessly adapts to the evolving needs of modern enterprises — minimizing effort while maximizing efficiency.



Rapid time to value



High performance, high reliability  
SaaS platform



AI & Automation led productivity  
enhancements



Collaboration across Service  
and Ops teams



Highest security and  
compliance standards



Deliver top-tier customer  
support experience

# How Xurrent Helps Achieve Compliance



## Efficiently Manage DORA With Xurrent

*Xurrent provides effective IT service management support to help meet the Digital Operational Resilience Act (DORA) requirements.*



<https://www.xurrent.com/whitepapers/efficiently-manage-dora-with-xurrent>

Xurrent is the only completely service-centric ITSM platform that supports companies quickly and effectively in an unsurpassed manner in satisfying the DORA requirements.

### Features, functions and benefits

Service insight	Helicopter view over all the relevant business services. When used in conjunction with Provider Reports, decisions on the performance of internal and external service teams can be made.
Change management	Regular test processes, which ensure compliance with the DORA formalities.
Incident management	Real-time observation and reporting of incidents relevant to DORA. Xurrent IMR ensures response and resolution of the most critical digital security events.
Event management	Triggering of security and performance incidents related to DORA. Events can be captured by Xurrent IMR or other defined integrations.
Service navigator	Immediate impact analysis when an incident is identified.
Vendor & contract management	Automatic and clear steering of response and solution times as well as responsibilities at service level.
SLA management	Immediate impact analysis when an incident is identified.
Analysis of impact for critical incidents	Utilize Xurrent to capture and analyze the lifecycle of an incident to support root cause analysis and recovery.

# Monitor and manage the life cycles of ICT assets

## SAP Platform

Description This service provides the core functionality for the SAP-based services (i.e. the Finance, Human Resources, Logistics, and Manufacturing services). This includes the functionality for SAP user administration and SAP printer definition. The SAP GUI is part of this service.

Service provider Widget Data Center, External IT  
Survey General Service Rating Survey

### Responsibilities

- Support team SAP Basis Support
- Service owner Brian Myers
- Release manager Nick Young
- Change manager Grace Groupco
- Knowledge manager Simon Saporro
- Problem manager Simon Saporro
- Availability manager Simon Saporro
- Capacity manager Simon Saporro
- Continuity manager Simon Saporro

### Risks

Anticipated 12358 New functionality could have an impact on the server load. High

### Relations

### Information Security information

Information Security rel... Yes  
Confidentiality 08 - High  
Integrity 08 - High  
Availability 16 - Very High



## Non-standard application change

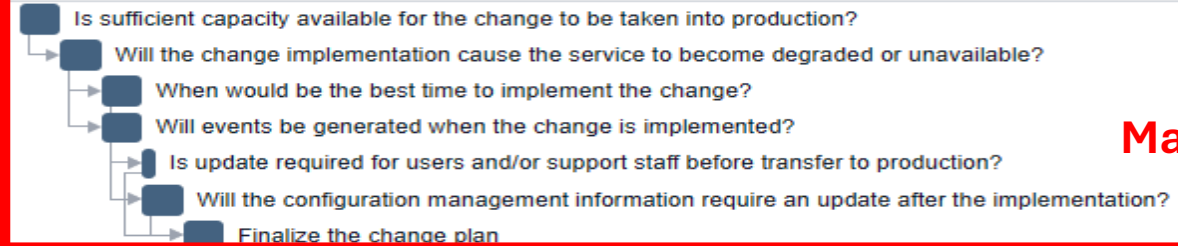
Instructions Use the Note field to provide a summary of the change requirements.

Category Non-Standard Approved Workflow Template Not Available

Type Application Change

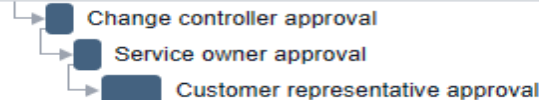
Impact Top Service Down for Several Users

### Assessment



**RISK Management**

### Approval



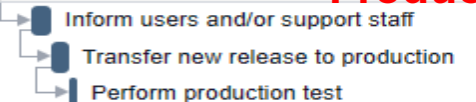
**APPROVAL**

### Build

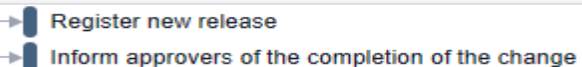


**Develop UAT Production**

### Deployment



### Closure



# Achieving compliance with Xurrent

**Compliance management:** Xurrent makes automated workflows available to support companies in **complying with the DORA requirements**. They enable compliance measures, which have to be implemented as part of DORA, to be tracked and monitored. Companies can define and manage guidelines, procedures, and checks in Xurrent to ensure that the operative resilience requirements are being satisfied.

### Data Breach Response

Service Data Breaches and Security Incidents (SIR) Widget Data Protection  
Category Standard Approved Workflow Template Was Used

### Provision user access to Finance (SAP)

Note This workflow is used to coordinate the provision of the requested level of access to the Finance (SAP) service for the person who is selected in the 'Requested for' field of the request that linked to this workflow.

Service Finance (SAP) Widget North America, Information Technology  
Category Standard Approved Workflow Template Was Used  
Justification Expansion  
Impact None Service Not Degraded

Automation - Add information from request to tasks

- Approval
  - Manager approval for requested access rights
  - Information Security approval for requested access rights
- Grant Access
  - Provide requested level of access to the Finance (SAP) service



#### Data breach - notify the public authority

Instructions Data loss of sensitive personal data.

- For a loss of sensitive personal data from persons that belong to a GDPR country. According to GDPR, the national Data Protection Authority of the persons for which personal data have been breached must be notified within 72 hours. Find the list with the national Data Protection Authority's here: [https://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index\\_en.htm](https://ec.europa.eu/justice/article-29/structure/data-protection-authorities/index_en.htm).
- For a loss of sensitive personal data from persons that belong to Australia check for compliancy with the Privacy Act. Report the data breach to the <https://www.oaic.gov.au/>.
- For a loss of sensitive personal data from persons that belong to Canada check for compliancy with the PIPEDA. Report the data breach to the <https://www.priv.gc.ca/en/>.

#### Manager approval for requested access rights

Instructions Review the request that is linked to the workflow to determine whether the requested access rights should be granted. Use the rule below to determine whether the request can be approved.

Widget International provides its employees access to the SAP Basis service based on the following principles:

- Need to know – Users are granted access to the systems they need to fulfill their roles and responsibilities.
- Least privilege – Users are provided with the minimum privileges necessary to fulfill their roles and responsibilities.

Copy notes to workflow No  
Category Approval  
Provider not accountable Yes

**Assignment**

Approver Requester's manager  
Planned duration 1:00  
PDF design Default Workflow Summary

# Achieving compliance with Xurrent

**Risk management:** Xurrent offers functions to support **risk management in connection with operative resilience**. Companies can identify, assess, and monitor risks, which may have an impact on their digital operational capability. The system enables information on risk to be collected, responsibilities to be assigned, and measures to reduce risk to be pursued.

## The Risk Register

Project #	Category	Status	Phase	Completion Target
7497	Small	In Progress	Planning	2 months

**Digital Operations Center (DOC)**

Manager: Ellen Brown  
 Program: Data Center Improvements  
 Service: Service Management (4me) Widget Data Center  
 Customer: Widget Data Center  
 Justification: Improvement  
 Work hours: Monday through Friday, 9:00am until 5:00pm Central Time (US & Canada)

**Assessment**

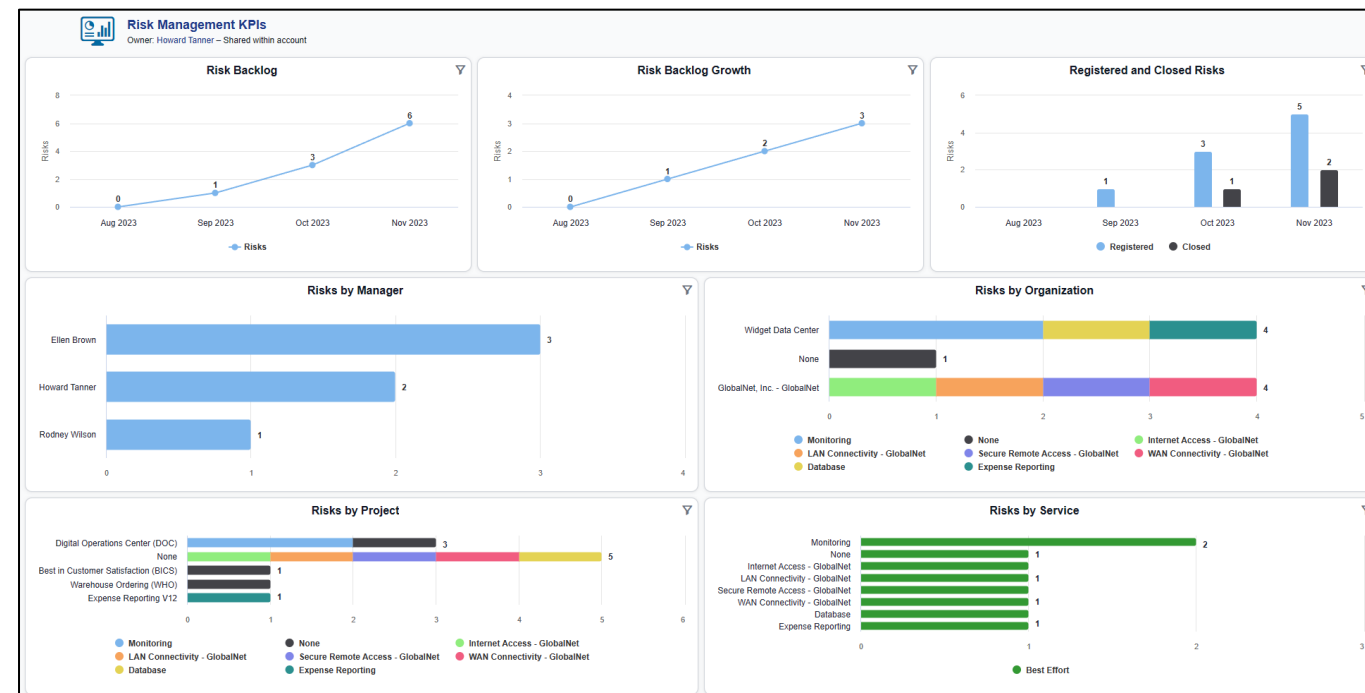
**Risks**

Category	ID	Description	Severity
Anticipated	12350	Lack of resources	Medium
Anticipated	12351	Is the latest release of Microsoft System Center Configuration Manager stabl...	Medium
Materialized	12352	Lack of knowledge of Microsoft System Center Configuration Manager	High
Closed	12353	Lack of knowledge of 4me events API	Low
Closed	12354	False positives could lead to many false incidents in 4me	Low

**Baseline** ✔ 3 days ahead    ✔ 29% under budget

**Time Entries** Progress:  45%

## Risk Dashboard



# Achieving compliance with Xurrent

**Incident management:** Xurrent offers efficient incident management functions, with which companies can **effectively record, track, and rectify incidents in connection with operative resilience**. Companies can define incident management workflows to ensure incidents are handled and documented correctly. This ensures a fast reaction to incidents and an efficient return to operational capability.

Fully integrated knowledge management automatically provides support when searching for a solution, meaning that knowledge articles can be created with a click from representative incidents. Built directly into Xurrent ITSM, **Sera AI** enhances every ITIL process by working continuously in the background, not as a separate tool teams have to manage.

Instanca usluge Data Breaches and Security Incidents (SIR)

A security breach (e.g., cyber, a defacement of a web site, compromised server/service) has lead to the **loss of confidential data**.

**Remark:** for the following events and in case these have caused loss of confidential data, use the specific request template

- Received a phishing email
- Report a lost or stolen device (laptop, smartphone, thumb drive, etc)
- Report a wrongly addressed email causing confidentiality issues
- Report an overheard conversation causing confidentiality issues

**Predmet**

Report a data breach

DETAILS

USER INFO

Explain what happened and why you consider this as a data breach

When did this happen?

hh:mm

Loss of company data

Loss of personal data

Bijeska

Priložite datoteku...

Prijavite

**What to do if you think you have been hacked**

Status Validated

Created Sat, Nov 18, 2023 05:00pm CST by Tom Smith

Visibility Internal specialists  
Covered specialists  
Key contacts  
End users

Service Data Breaches and Security Incidents (SIR)

Knowledge manager Tom Smith

Article

[English \(United States\)](#) [Chinese \(Simplified\)](#) [Croatian](#) [German](#)

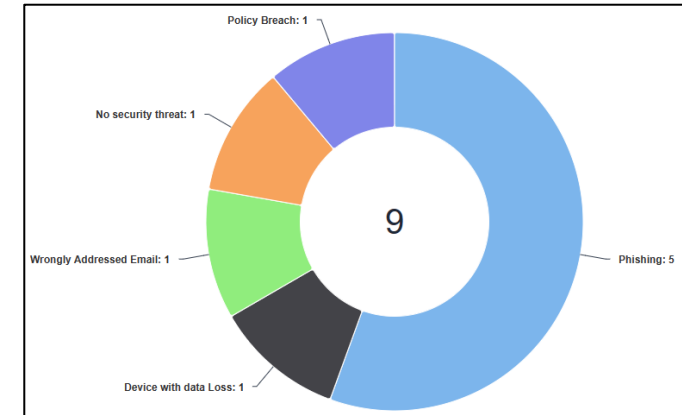
Description: If you are worried that your device (computer, smartphone, etc.) may have been hacked, take your gut-felt concerns seriously and act quickly. Hackers can get into devices in surprising ways but what you need to understand is how this might manifest itself to you. This article describes some possible indicators that you might have been hacked, and the actions you should take.

Instructions: Consider whether anything out of the usual is happening on your device. You know your device and how it runs better than anyone else. If it was working okay before but suddenly starts behaving oddly, it might be a sign of age or a broken part, but the following issues could just as likely be signs of hacking:

- You have standard programs and files that won't open or work.
- Files that you didn't delete appear to have disappeared, have been placed in the bin or have been deleted.
- You cannot access a program or site using your usual password. You find that your passwords have been changed.
- There is a new program on your computer that you did not put there.
- When you are not using the computer, it is frequently sending or receiving network traffic.
- File contents have been changed and you did not make those changes.
- You no longer seem to have any control over anything you do of your device.

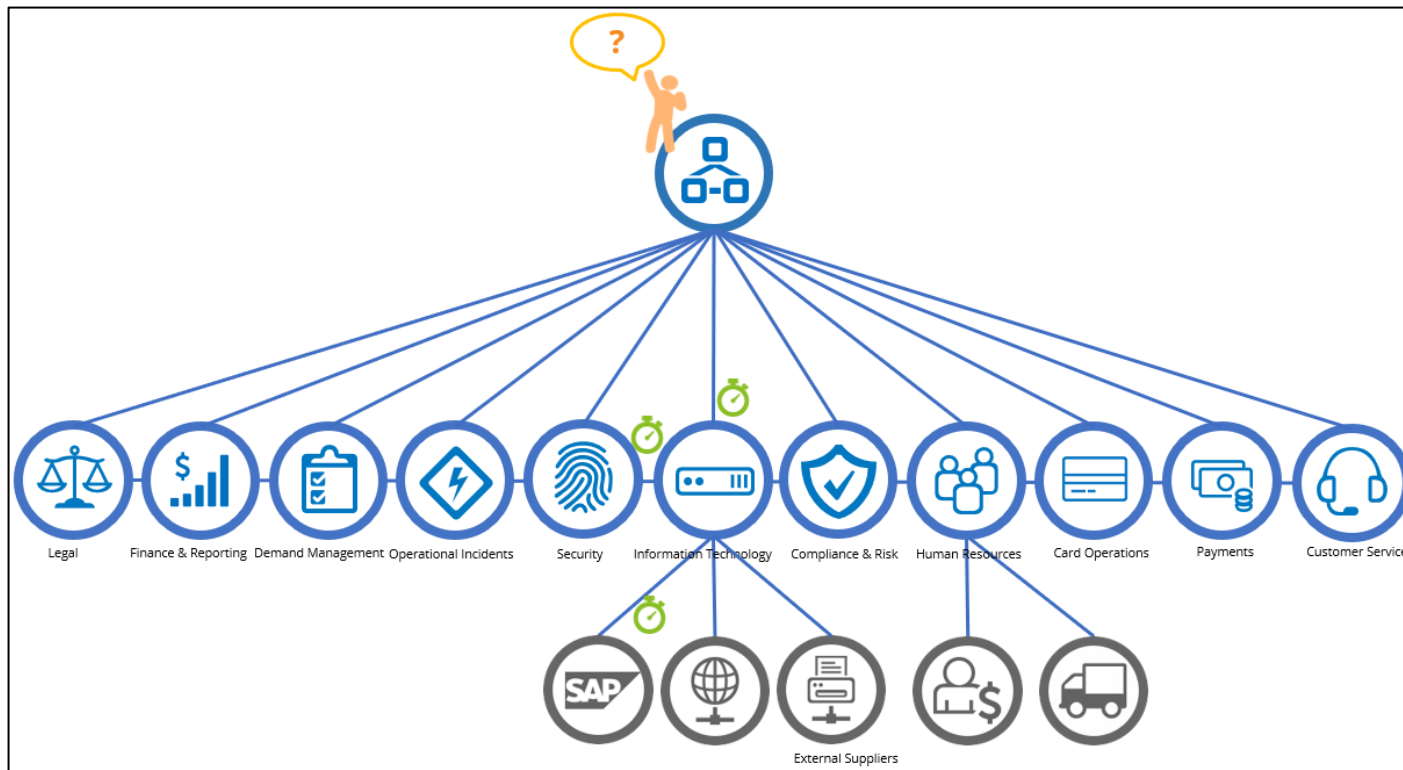
**What To Do**

- Disconnect from the network immediately.
- Use a different device or ask a colleague to inform the Information Security team using the standard request Discovered a different type of security issue.



# Third-party risk management (TPRM)

**Collaboration and communication:** Xurrent facilitates collaboration and communication between various departments and stakeholders within a company. This promotes the exchange of information and the **joint implementation of DORA measures**. Employees can work together in real-time, share information and track progress regarding the implementation of measures.



**GlobalNet, Inc.** November 2023

- 15 Service Level Agreements
- 9 New requests
- 9 Open requests 9 target breaches
- 1 Completed requests

**Customer Satisfaction**

50%

- 1 Satisfied
- 1 Dissatisfied
- 100% Response rate

Service	Response	Resolution	Outages	Downtime
Internet Access				
LAN Connectivity				
Secure Remote Access				
WAN Connectivity				

## Complete Control of Service Cost & Quality

SERVICE	SLA TARGET	SATISFACTION	USER RATING
Personal Computing		78%	4.7 
Network Printing		84%	2.1 
ERP (SAP)		87%	4.5 
Payment System		81%	4.1 

**Risk level** HIGH

**User Experience** ⓘ

3.4

5 star 0%

4 star 0%

3 star 100%

2 star 0%

1 star 0%

1 Ratings

**Support Satisfaction**

92% 11 Satisfied 1 Dissatisfied

69% Response rate

**KPI** Past 12 Months

Availability ⓘ

Reliability ⓘ

Responses within target ⓘ

Resolutions within target ⓘ

16 Requests

**Cost**

● Time Spent ● Expenses

# Building a DORA-ready operating model



Centralize service and asset management



Integrate third-party providers into the same operating model



Standardize and automate key operational processes



Establish continuous monitoring and real-time operational visibility



Align IT and business on a single service management platform



Ensure continuous DORA compliance through transparency and auditability



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Thank you!

Q & A

IMAVES



# Backup slides

IMAVES



The **Complete** Service Management Platform



Financial Management

Reporting & Dashboards

Resource Planning

Time Tracking



Service Integration with other Internal Support Domains and External Providers

Request Fulfilment

Incident Management

Problem Management

Access Management

Change Management

Asset & Config Management

Release Management

Knowledge Management

Service Catalog

Service Level Management

Capacity Management

Availability Management

Webshop

Service Continuity Management

Security Management

Contract Management

Risk Management

Portfolio Management

Project Management

User Experience Management

Demand Pipeline

Reservation Management

Live Translations

Agile Development

Self Service

Virtual Assistant

Enterprise Service Management

Automation

Integration

