

Delivering IT Advisory

Veolia Environnement is world leader in environmental services. With more than 270,000 employees the company has operations all around the world and provides tailored solutions to meet the needs of municipal and industrial customers in four complementary segments: water management, waste management, energy management and passenger transportation. Veolia Environnement recorded revenue of €25.2 billion in 2005.

Veolia Environmental Services (VES) in Belgium has just undergone a merger into the big French group of Veolia. As this group is listed on the NY Stock Exchange, they have to comply to the Sarbanes-Oxley rules as from this year. For the documentation of the IT processes and their controls, VES already has a number of documents. However, these are sometimes incomplete and are not always directly linkable to an IT process.

DelITad assisted VES in the gathering of the existing documentation of the current IT Processes. The goal was to identify any gaps between what exists and what SOX requires.

More in detail, DelITad documented the following processes:

- Security Management: People In – People Out – People Change procedure
- Physical Security
- Manage Data
- Manage the configuration

For the project, one of our consultants was integrated within the IT department of VES. Based on reviews of documentation and interviews with key personnel, he created a first draft of the process and identified the missing key controls. Based on this analysis, he proposed a remediation plan which was implemented jointly with VES IT personnel.

Example deliverables

	GROUP POLICIES MANUAL	
	DOCUMENT N°	N°
	PEOPLE IN PROCEDURE	DATE: 04/07/2007 VERSION: 0.2

2. GENERAL

2.1 Motivation

This procedure has been written and requested in order to become SOX compliant.

2.2 Abbreviations

ABBREVIATION	DESCRIPTION
ICT people	colleagues in team of Jo. Backman, ICT & Purchase manager Finance & Administration
DB	Out Of Service
OOS	Not fixed interim employee. Interim covers both interim as well as contractual employees.
Interim	New (fixed and interim) people in service
PEOPLE IN (PI)	Fixed and interim people no longer in service
PEOPLE OUT (PO)	Fixed and interim people within the company
PEOPLE CHANGE (PC)	

3. PURPOSE

The purpose of this procedure is:

- describe the PEOPLE IN / PEOPLE OUT / PEOPLE CHANGE process
 - collect all info related to this process into one single document
 - to share this knowledge among all involved people (e.g. backups, new employees, etc.)
 - become an inspiration and start for improving this process
- But it should be mentioned that any kind of change in this process should be communicated as soon as possible to the head of the ICT department so this document can be updated consequently.

4. AUDIENCE

This procedure is applicable to all ICT people who are involved in this process.

5. RESPONSIBILITIES

R= Responsible: door de uitvoering
 A= Accountable: draagt de eindverantwoordelijkheid
 C= Consulted: geraadpleegd door verantwoordelijke
 I= Informed: geïnformeerd door verantwoordelijke

	HR	ICT people	Head of ICT	Third party	User
1. PI: Launch new in service request		R	I	I	
2. PI: Handle new in service request		A	R	I	R
3. PI: Close request		I	R	I	I

Process People In

