

CTI EMEA
Regional Operations & Shared Services

Weekly update

2007

Weekly Management Report 5/1/07

Customer

- Germany EBS project coordinators from GCG, Mirko Esch and Martin McHugh are planning to visit Budapest to discuss ISA related matters and to plan the workflow implementation.
- VSR implementation for the Hungarian businesses is approximately 50% complete.
- New applications that have been recently added to the Regional ISA migration pipeline are Quantum, eClearSettle, CLS, SMI Greece UAT, Edealer, Webexceller and Smartstream.
- CTI EMEA ISO worked with Consumer Business applications representatives and CTI NT SOE support to devise a plan for creating entitlement review processes for the Consumer businesses applications that do not feed EERS. CTI are doing what we can to support the business so they become compliant to this Fast Track initiative .

Continuity of Business

- All Q4 2006 milestones, which includes Call Tree Update, Call Tree Drill, Update BRP, BRP Testing and Awareness Program, have been completed.

Security Administration

- Work is in progress to migrate all ISAG team supported applications from email to VSR.
- Following implementation of a new release of VSR in November, work is in progress to consolidate maker-checker products. Approximately 1/3 of the total 2000 products have been completed so far.

Weekly Management Report 12/1/07

Customer

- Consumer EBS Spain and Belgium implementations are nearing completion. Daily CAB call with change control has been instigated to manage implementation steps over 6 week period.
- Version 2 of the Consumer change process template for description, backout and test plan fields has been implemented on the 6th January.
- Year end change freeze has completed. No major issues reported with activity levels down to 3% of normal volumes.

LSM

- 1st LSM cross-business workshop held mid-December, agreed actions include formal project initiation and project plan development
- All historical backlog of evidence has been sent to Pitney Bowes for entering into Filenet. Data is now in process of migrating to new version of Dashboard.

Security Administration

- Fix for two issues on the VSR system, where users could submit requests without approval and one related to performance, were tested and then released on the VSR production system last week.
- We are developing a semi-automated process for producing RACF entitlement reports using MS Access. The process produces a better layout that is easier to understand by the reviewer and simpler to process.
- EUCLID has been migrated to ISA Budapest, however some housekeeping tasks are outstanding.
- Migration of two applications from Slovakia to ISA Budapest, eDealer and Webexceller, is continuing and planned to be completed before end of Jan. Similarly, migration of DOGS is in progress, expected to be completed next week.
- All production RACF accesses that violate segregation of duties have been fixed.

Audits / Controls / Compliance

- SP5 has been completed on the 8 January, with signoff from all SMT for CTI EMEA. One MARS issue has been raised, which was concerning the postponement of the Annual EDC Site Contingency Test .
- Held second meeting with ARR to narrow down the RAP for General Controls Audit in April. TI SME meetings set up with ARR to finalise RAP. Business Monitoring due to begin w/b 5 Feb.
- Mainframe Audit Preparation: Standard deliverables are being collected now prior to ARR's list being sent to highlight any gaps. Review of current MARS issues has been performed and CAP tasks are being amended to ensure full coverage.
- EMEA Wintel Infrastructure has installed and configured two new Wintel servers, which will act as Infrastructure servers for the ESM application that provide the functionality of Critical File Monitoring for the EMEA Unix environment. This is an Information Security requirement.
- Background Screening process for Vendor contractors has been approved by ARR and the TI People Committee through an Agreement Amendment pilot . The BT Agreement Amendment is now set to be signed off by Procurement and lead the way for a regional rollout.
- After discussion between CTI, Global Information Security and SOX Task Force, it was agreed that EMEA can close out 0889EMEA as this SOX issue relating to EPO 3.6 will be tracked and remediated globally.
- BCS Q4 Business Monitoring – ARR have advised of a number of comments following their review, and will issue a draft memorandum shortly. The comments relate primarily to RCSA Foundation and Assessment. Further comments on Testing of Crisis Management plans, EDC Test postponement and Data Centre Testing Process were discussed and may be mostly resolved with discussion only. The first discussion within BCS to resolve the points relating to RCSA took place on 8 January 2007
- An RCSA workshop for ISA is planned to be held on the 22nd-24th January to go through the new process for 2007. We are aiming to have the main ISA Sites - Warsaw, Budapest, London, Barcelona, Zurich, contributing evidence to one regional RCSA process.

Telecom Operations

- The firewall migration project is about to get underway (Feb 07). This project is concerned with replacing our current standard firewall platform with a newly certified SPLAT (Secure PLATform) appliance which should allow us vastly increased performance (1Gb throughput). The project will run for at least 24 months.
- We have been experiencing issues with our Internet-facing proxy servers rebooting unexpectedly. The problem is intermittent and has to date not resulted in any issues with our clientbase however we have a ticket open with our vendor regarding this issue. The problem is now also being experienced with our colleagues in North America. All parties are working together in conjunction with the vendor to determine the root cause

Information Security

- SIRT under investigation in Germany relating to poor security practice whereby a VPN user logged in as Administrator using Telnet to an internal system. No information has been compromised.

Weekly Management Report 19/1/07

Customer

- The DOGS application (CIB) was successfully migrated to the Budapest ISA team last week.
- Completed the installation of two new NAS Filers in Prague, which will provide additional Wintel storage for the local businesses.
- Completed a data migration of 65 Gigabytes data for CIBTech from a legacy Wintel server to the central London NAS Storage platform, allowing for the final legacy Wintel server to be retired, reducing support requirements.
- Major project EBS Belgium went live last weekend with only minor issues. Change control participated in the daily calls leading up to the implementation and continue to participate for the Spain go live scheduled for the weekend of the 26th January.
- Review meetings scheduled for Consumer and DC to look at the efficiency of their scrub meetings with regard to the regional change control meeting.
- The problem management review forums have been restructured in order to increase management focus on the root cause and remediation of Critical Incidents and structure the review process around multiple technical/management levels. The structure now splits the CIB and Consumer reviews into separate meetings.
- Discussion held with GWM client management to understand whether there is a requirement for a GWM problem management review.
- We are working with the CMB Operations group to improve their understanding and use of VSR. With assistance from the VSR Global support team, we are planning to provide on-site training sessions.
- Three new CIB applications have been added to the ISA migrations queue - Trade Netting Service, Executive MIS Reporting and Morello CMS.

Audits / Controls / Compliance

- Completed the testing and configuration of TEARS collection for DMZs. This will provide the solution for collecting and reporting Information Security related actions within EMEA DMZs that require independent review and verification, which is an Information Security requirement.
- Completed a review of the EMEA ESM infrastructure for Wintel and have removed all redundant policies and enabled purging of 'expired' data on ESM managers to prevent disk fragmentation issues. ESM is the tool that provides Critical File Monitoring and Security Configuration Base lining both of which are required for Information Security compliance.
- Records Management Regional MARS Phase 3 to confirm correct records storage periods has commenced with request to all TI EMEA RMO's to confirm their country Leg/Reg position regarding record retention by Monday 22nd Jan.
- An RCSA workshop will be held in Warsaw for the Regional ISA team on the 22nd-24th January to go through the new process for 2007. Representatives from the main ISA Sites - Budapest, Warsaw, London and Zurich will be attending.
- Procurement no longer have a dedicated resource working on the Voice Remediation BI extended support negotiations across the region. The risk is that we may have Voice equipment in production within the region without a support contract in place. This has been escalated to Procurement and the Voice Remediation Project Manager to raise as a Programme Risk.

Telecom Operations

- Capacity issues on the CGC2 IQMX (Dealerboard) platform are causing planned Business expansions to be delayed as full blown projects have to be raised rather than MACs. Meeting arranged with PMO and UK Ops to define resolution plan.
- Voice Recording playback from the Central Storage Server continues to be impacted by issues with the network configuration and the London Campus CLSs which need upgrading to support the increased demands on them since ETM was implemented. Significant delays are being experienced in retrieving playbacks.
- The firewall migration project is about to get underway (Feb 07). This project is concerned with replacing our current standard firewall platform with a newly certified SPLAT (Secure PLATform) appliance which should allow us vastly increased performance (1Gb throughput). The project will run for at least 24 months. The migration plan is split into three distinct projects; the first is to build a Multicast-specific firewall platform (project has been initiated), the second is to replace CMB (Capital Markets) specific firewall platforms with the new appliances (again, project has been initiated but budget is under discussion as CMB are paying for the hardware & FTE) and the third & final project is to replace all Cyberguard & EOL (end-of-life) firewalls in EMEA with the new appliances

Weekly Management Report 26/1/07

Customer

- CTI BISO joined GWM BISO to review Quilter technology and prepare for Third Party IS Assessment.
- The Regional ISA team is working to improve the customer experience of VSR, a report of cancelled tickets is being analysed and on site training is being planned.

Audits / Controls / Compliance

- As a result of Q4 Business Monitoring for Business Continuity, extensive work has been performed on RCSA Foundation and changes have been submitted for Q1 RCSA. A MARS will be raised for the remaining issues not resolved in this round of fixes.
- Business Monitoring for the General Controls audit will start of February 5. An RCSA Workshop for the RSS entities that are part of this audit will take place on January 30. A peer review of our regional procedures is to start on January 31. QA has been completed of Lebanon, UAE and Bahrain CITMP appendices; created guide for completing appendices; checked links in approximately 500 appendices.
- An RCSA workshop was conducted in Warsaw this week to plan the RCSA execution for Regional ISA following changes in policy. Controls representatives from London, Budapest, Zurich and Warsaw attended this session.
- Records Management - Global Email Communication survey results from all EMEA businesses were submitted as a final update to EMEA Legal Counsel for their attestation to the US.
- EMEA Wintel Infrastructure has resolved the issues with Wintel servers behind firewalls not reported into TEARS. TEARS is the global solution for performing server Event Log reviews, which is an information security requirement. This took considerable time and effort, working with Poland OFI to identify and troubleshoot the issues through to resolution.
- Various ROSS presentations for the OCC have been delivered this week and were well received.
- Fast Track II entitlement project has commenced with the request to have all infrastructure owners add records to Archer
- IS Gaps in Storage function identified following audit preparation of Mainframe environment have been communicated to DC management.

Telecom Operations

- Capacity issues on the CGC2 IQMX (Dealerboard) platform are causing planned Business expansions to be delayed as full blown projects have to be raised rather than MACs. Meeting with PMO and UK Ops identified communications issues between CRS and CTI, and a need to translate Business budgets into TI infrastructure expansion.
- Agreement reached with Equities that the CEP for the tradefloor expansion will procure IPC's IQMX dealerboards but deploy IQMX as an interim solution until full certification of the new turret. Procurement to minimise costs through loan of IQMX hardware.
- EMS 30580 raised on December 8 in response to the active/active issue experienced on the CGC webfarm BigIP's has been updated and closed. Suggested fix for this issue is now been implemented. The change to increase the network failover timers (as suggested by the vendor) was implemented. Full testing of the BigIP pair that experienced the issue has been carried out with no recurrence of the initial problem. All operational changes from now will be implemented on the standby unit and then sync'ed to the active unit as per our operational model.

Weekly Management Report 2/2/07

Customer

- Consumer business will be holding weekly scrub meetings for input to the regional change meeting, this approach has been confirmed with consumer service management
- Last week we migrated two applications to the Regional ISA team in Budapest: CCS for Tics and Recon Frontier Hungary.
- We are taking over log reviews for Ukraine and will be doing a parallel run for a week starting 5th Feb. Go-live is planned for 12th Feb.
- The ISAG team are ready to release 8 new applications into VSR. Business engagement will commence shortly to facilitate this process.
- Last week, we have received two new requests for migration to Regional ISA: Credit Etrade and Centry.
- Equities have declared an intention to expand the COB tradefloor to meet a global initiative to have at least 50% of their BAU capacity available in COB.

Audits / Controls / Compliance

- The previous offering from Global Compliance and Risk Management of the Independent Peer Review program is pending approval for two reviews in EMEA, namely Regional Security Admin and Web Hosting. We have been advised that due to cost constraints, these reviews will be potentially conducted remotely, by a team in the US and are not scheduled at this moment. It could turn out this is not an effective way to prepare for an audit. ARR is assigning upto 8-12 people for 8-12 weeks per review, for a large part on-site. We have to consider similar efforts in our preparation for these audits.
- Completed the onsite Third Party IS Assessment (TPISA) of the backup data centre facility at IXEurope, Germany. The ISO group was not aware the usage of IXE had significantly expanded and identified several IS gaps. The report on these has been submitted to the Relationship Manager and the Meerbusch Data centre site management team. Corrective Actions are being discussed.
- All business unit managers need to be reminded to ensure that they adhere to the Secure Workspace policy. The Information Security Officers engage in a quarterly review but the unit managers have a daily responsibility, in light of the upcoming audits it is important to remember ARR have implemented a secure workspace review as part of their fieldwork.
- The Fast Track Common Risk Assessment initiative of 2006 used the Armor-IRM tool. In 2007 CTI will migrate to the CIRAS tool. Details and a presentation are being prepared and will be available in the next couple of weeks. Training is being planned for April/May timeframe, hosted by ISS.
- The Global Email Communication survey concluded with an attestation from EMEA Legal Counsel requiring a 14 year retention period across EMEA.
- Received confirmation from the Corporate Records Management Office that before any TI record class retention period can be implemented in country, it has to be linked directly to an in-country Legal or Regulatory ruling and if not then retention periods default to the US Legal requirement. A general retention position from in-country Legal will no longer be acceptable going forward. This may impact the timeline for current Regional MARS for RM.
- Work is in progress to complete an entitlement review of database privileged accounts, an email has gone out this week to approximately 200 managers. This is required to close an audit issue.

DOI

- An automated script to reclaim disk space from home data areas of staff which left the firm has been modified to function outside of EMEA and therefore this can assist SA teams in other regions in managing disk space and storage more effectively.
- Completed the USB restriction project. This entailed ensuring all UK Corporate Back and Middle Office business users were added to an Active Directory group to restrict USB access. Approval processes were also put in place as per the business requirements and incorporated into a VR process flow. The USB restriction project will increase security and ensure that no unauthorised users are able to use USB mass storage devices.

Telecom Operations

- The first cutover from legacy to new BigIP infrastructure is scheduled for the w/c 5th Feb..

Weekly Management Report 9/2/07

Information Security Administration

- Testing of VSR reports to replace the current manual reports in the Track-it process used by the Budapest ICU team has been completed. Manual Track-IT process will be eliminated from next week, which reduce workload of approximately 1 FTE for the team supporting GCG.
- 28 applications are in the pipeline to be migrated to Regional ISA Budapest.
- Migration of NCS and STAFF is expected to be completed this week. eDealer and Webexceller from Slovakia are planned to be completed by next week. The transfer of RCX, new Recon Frontier are ongoing. Transfer of GFI Compute Grid and EUCLID PC - Dublin Instance application has started.
- We are working to improve the root cause comments for cancelled VSR requests in order to give better justifications to the end users.
- The ISA staff in Budapest are putting in overtime to clear out old tickets and backlog from the VSR ticket queue.
- An internal peer review for Budapest ISA will commence on 26th Feb. ARR plans to do a business monitoring for Budapest ISA starting 26th March.
- The Budapest ISA team are working with the EERS team on outstanding EERS revocations. These are largely related to applications that do not update the EERS feed even after change of entitlements.
- Entitlement review of database functional and privileged accounts managed by the ISAG team is in progress. It is currently at 80% completion.

Audits / Controls / Compliance / Information Security

- Michael Caputo of GCRM's Independent Review Team has responded to the issue highlighted last week in this section on cost constraints being a factor prohibiting on-site reviews. Michael has stated that Jim Hopkins (EMEA resident of the team) will be full time assigned to the Regional Security Administration review and Web Hosting reviews. In addition to this, meetings have commenced on the Web Hosting preparation and we have the impression that Michael will deliver a quality service.
- Jim Byrne is in Senegal at the request of country SCOO and TI Head to conduct a pre audit review ahead of upcoming ARR country review.
- The new version of the information security standards, CISS 4.0, have been approved by the Citigroup Executive Policy Committee. The policy will be effective from 1st April, with Compliance to the new standards required by 1st Jan 2008. CTI, CIB and Regional IS Officers voted NO to the policy, however the remaining voting members voted Yes. 2 items remain outstanding prior to the standards being published, namely, GOTC re-write of section 1.6 (network segmentation) and OCC verbal approval that policy address gaps previously identified.
- OCC closing meeting left no doubt that the Information Security review being planned for Q2/Q3 will consist of the largest team the OCC have ever used and will be more in-depth than ever before. A repeated theme from the OCC and the Federal Reserve review is Quality Assurance.

Distributed Operations Infrastructure

- Modified Wintel data share entitlement reporting script to work with Unicode files, so that the script can be used in Eastern Europe and Asia. Further, the connection parameters to the Rits database have been encrypted, as per Global Engineering recommendation.

Telecom Operations

- New Data circuit pricing for C&W effective 1st Feb 2007, total C&W Data savings per annum = \$570,595. Procurement have forwarded the COLT list of Data circuits for commitment, prices to be effective 1st Mar 2007, saving = \$70,860 (4.96%). Awaiting commitment from Procurement for Verizon.
- Follow-up meeting conducted between Vendor Mgmt and EMEA & U.S. Procurement, to discuss the feasibility of conducting E-Auctions for Telecoms services within EMEA. It was agreed that this could be trialled on a sample of services from the forthcoming contract renewals with GTT and BT, as well as the Westcom schedule, the latter of which presents no cost saves at the current time. It was also agreed to trial the E-Auction approach on new service requirements that are part of projects currently being worked by the Engineering teams. Procurement are to schedule a follow-up session with Engineering to progress this.
- Senior RTO Management and Senior Management of Technology Procurement met to discuss procurement delays that are having an impact on contract renewals, lost cost opportunities, and operational risk. Root causes identified are insufficient Procurement resource and lack of prioritization. As these issues now pose audit risk this has been escalated to Senior Procurement Management and Senior CTI EMEA Management.

Weekly Management Report 16/2/07

Information Security Administration

- CPPI application (CIB) has been successfully migrated to Budapest Regional ISA.
- Ukraine server accounts are now being reviewed via TEARS by ICU Budapest.
- 28 new migrations to Regional ISA are in progress.
- Following discussions with CIB/CIBTech TISOs and ARR, we have published a simplified UAT checklist for application migrations to CTI EMEA Regional ISA.

Audits / Controls / Compliance / Information Security

- The ISAG BI which was transferred from CIBTech showed great progress. Following accelerated work from our side in the last month, ARR dropped this BI now to a WPC.
- One item from the 2006 SecAdmin BI is the password reset process for NAM done by the Barcelona helpdesk. The CAP for this issue relies upon the rollout of VT in the US. It has been stated that the rollout of Citipass must be done at the same time as VT and this has the potential to delay the project. We are now awaiting the new target date and it is likely that the 30th June date will not be met. The other item is local Hungarian applications using paper based requests to be migrated to VSR and is progressing well, 39 applications to be migrated of which 29 already have been completed.
- Storage/Backup issues identified in the RCSA workshop were documented and are now being developed into MARS/CAP to prepare for the audit. An initial meeting was held to set out the approach for RISA independent peer reviews ahead of the audit in July; ISA Budapest peer review is scheduled for 26/2-2/3. Peer review of ISAG team is scheduled for the middle of March. GCRM plans a remote peer review of Zurich ISA. Mainframe ARR fieldwork in progress, ARR on-site in Meerbusch and London, BISOs completed full Secure Workspace Review ahead of review and conducted a DC walkthrough with site management.
- Infrastructure Entitlement reviews - BISOs have drawn up a list of 35 High Risk Infrastructure components in EMEA identified from 2006 CRA. The owners will be contacted over the coming weeks to complete an inventory in Archer. This data will then be analysed to determine the work effort required to remediate entitlement review gaps and deficiencies. More details in the coming weeks.

Distributed Operations Infrastructure

- Completed the NAS End of Life server migration of 300 GB of data ensuring servers highlighted as approaching end of life could be decommissioned.

Telecom Operations

- A new firewall CEP (Citiplex Extranet Platform) in Tunisia was rolled into production last weekend and services have been migrated successfully onto the platform

Shared Services

- EBS emergency CAB call has resulted in significant reductions in emergency change records raised daily for Spain and Belgium.
- There has been a significant drop in the past week in the number of tickets held open by CTI resolvers that are more than 30 days old.
- Workshop held which included a demo of the Licence Dashboard to Procurement, TI, CIBTech and Consumer and discussion of process with presentations on historical and proposed solutions.
- CTI EMEA have been allocated a target reduction value of 15%, based on 2006 volumes, for the number of Sev-1 incidents occurring in 2007. This will require CTI EMEA to reduce it's overall number of incidents below 100 for the year. A strategy of SMT oversight for all Sev-1 incidents has already been initiated through SDS committee and further activities are being planned involving Quality management of all CTI Post Mortems and remediation plans through the problem management team.
- NAM production change freeze to support daylight savings time change - scheduled for Friday March 9th to Wednesday March 14th
- Preparation is underway for the EDC CoB test in March and CGC test in May.
- A planned COB test of various modules within the Virtual Tech suite this weekend has been called into question due to insufficient information about outage time being available in the approved change record. This is currently under investigation with cancellation of the test as a possible response.

Weekly Management Report 23/2/07

Information Security Administration

- The STAFF and Support Portal EMEA applications were migrated to Regional ISA Budapest this week.
- The Regional ISA team will be holding a "Strategy for 2007" meeting in March. The main focus will be on how to do more work this year with the current resources.
- A new release of VSR, version 1.3, was released into production on 18th Feb. The new functionalities are working well, however a significant issue has cropped up - the resolvers are now unable to view closed tickets. This is scheduled to be fixed on 3rd March but in the interim, it could lead to escalations from customers.

Audits / Controls / Compliance / Information Security

- General Controls entity RAP has been finalised and issued formally on 20 Feb. Business Monitoring is now underway.
- The EERS semi-annual entitlement reviews will commence and run throughout April. All Managers must ensure that their staffing hierarchy is being maintained so that the staff they need to review are in EERS when the review commences. Additional advice was provided in the February IS Bulletin.
- EMEA BISO is completing a TPISA in the Netherlands on behalf of Global Operations, which reduces their associated travel costs significantly.

Distributed Operations Infrastructure

- Deployed a Package Send Server (PSS) to the root of EMEA to address an issue caused by package deployments being called from the US, this resolved bandwidth issues to Belgium.
- EMEA Wintel Infrastructure have migrated the Active Directory Connector (transfer of information) from an Exchange 5.5 environment to an Exchange 2000 environment. This is the first phase of decommissioning the legacy NT4 domain UKINFRa

Telecom Operations

- Verizon Data circuit pricing agreed and formally signed off. Effective commencement date 1st Jan 2007. Savings = \$7,596; circa \$90,000 per annum.
- Procurement have now gained approval for recruiting additional resource. CTI Vendor Mgmt have prioritized the outstanding tasks and in particular the areas where delays have created Operational risk. CTI and Procurement are now monitoring and tracking progress, albeit at the moment progress is still slow. This is an ongoing activity for the time being.

Shared Services

- The total number of incidents logged by CTI last week fell by 500. Some of this reduction is due to activities surrounding the identification and examination of root causes.
- CTI EMEA have developed a search routine internally to semi-automatically examine all open VT tickets and use string structure comparisons to search for request type instruction. At this time the search uses 750 common Request type phrases and is identifying 10% of tickets as incorrectly classified by CTI resolvers.
- New level 3 for Change control, version 6.0, is nearing completion. This will be issued on the 2nd April together with our new quarterly change newsletter. The new level 3 incorporates some significant changes, mandatory templates for description, backout and test plan fields, mandatory use of the change classification document to ensure capture of below the line. CITMP rewrite for incident and problem management continues. Submissions for best practices have been received from a number of sources and these will be incorporated into the rewrite. Expected publication of first draft for Incident management next week.
- A communication to all Post mortem authorisers describing the revised post mortem process including Incident report, Post mortem and post mortem closure report has been prepared and is being reviewed by key personnel in CIB and GWM. Consumer and CTI have reviewed and accepted. The plan is to publish the communication to all Post mortem authorisers next week.

Weekly Management Report 23/3/07

Information Security Administration

- The German EBS Project is now available on VSR with a fully functional workflow and approval structure. This now allows the business to raise single and bulk requests plus group and template maintenance requests.
- Migration of RCX application to ISA Budapest has been completed. Appsignit and NCS applications migrations are ready, awaiting only VSR related work.
- From the ISAG supported applications, CATS OS/Trade is now live on VSR.
- Training Oscar was made available by ITO on 19th March and all training user-ids were created on the same day. UAT Oscar security admin function scripts have been successfully created, tested and uploaded.
- Migration of TEARS for South Africa and ESM for Egypt to ICU Budapest is in progress. Similarly, Multifonds Fund Accounting (Ireland, Depobank, Germany) and Tax Reclaim Management are in the pipeline.

Audits / Controls / Compliance

- SOX impacted MARS Issue 1191EMEA relating to UNIX SA and Checkpoint SA Segregation of Duties has been closed.
- Business monitoring for Regional ISA Budapest starts on 26th March.
- General Controls Business Monitoring findings report from ARR received. This is being reviewed and a response to be issued.
- Wintel SAs completed Web Hosting remediation activities for the UK Corporate Wintel servers, with no outstanding high-risk findings remaining other than false-positives, which have been reported back to the central Web Hosting remediation team. The removal of the FTP II components on 3 of their web servers was completed, which is also part of the Web Hosting remediation.
- Significant progress has been made in the identification of gaps in preparation for the Regional Security Administration and SAN/NAS/Backup ARR reviews. Despite the progress made, there remains a concern that not all gaps identified will be resolved ahead of the ARR review. In particular with concerns raised with SAN/NAS/Backup. New Standard RCSA questions for change management have been reviewed and approved by ARR and will be loaded for Q2. GCRM review of unit RCSA matrix and narrative completed and all recommended updates have been made.

Distributed Operations Infrastructure

- Completed a proactive print server consolidation initiative. The initiative has included installing new print servers with Windows 2003 Operating System, which is more efficient at Print Serving, allowing the total number of print servers supporting the UK Corporate businesses to be reduced from 22 down to 10. This has reduced the support requirements of the team, as well as the data centre footprint including space, power and cooling.
- Migrated 550 Gigabytes of Office Automation data for the CIB and Corporate businesses to new disk space partitions. This is part of the project to move data from Net App Filers that are End of Life, to the newly installed replacement Net App Filers. It also alleviates disk space issues, providing the businesses with growth space for 2007.
- Completed the upgrade of the EMEA Active Directory (EUR) to Windows 2003 native mode. This completes the project to upgrade EUR from Windows 2000 to Windows 2003, which included upgrading all the EUR Domain Controllers from Windows 2000 to Windows 2003. This is the culmination of over circa 1 year of planning and implementation and will provide high performance benefits for the EMEA Active Directory. EMEA is also the first team in the organisation to complete the move to 2003 native mode.

Telecom Operations

- Representatives of Vendor Mgmt and CBS Procurement met with DiData account management, to review, discuss, and agree a regional standard pricing matrix for hardware maintenance costs across the region. This has been an outstanding deliverable from DiData since October 2005, and as a result of outstanding maintenance quotes not yet fully approved by Procurement, this has now created operational risk on un-supported devices across the region.
- Checkpoints ""Performance Pack"", which reduces the computing overheads, has been recently initiated on the firewalls of important infrastructure (Market Data & B2B firewalls) has shown a noticeable drop, around 50%, in the CPU usage on these devices.

Shared Services

- The EDC test is completed. There was a security issue therefore Greece could not test Oscar application, as such, Greece will be required to re-test. Except for a few minor issues relating to failed tests overall the test went well. The first draft of the report will be ready by Friday this week.
- A presentation is being constructed for Frankfurt in order to assist them with their data centre tests as they have never carried out a test in the same manner as rest of the data centres do it. This is part of the consistence testing plan strategy, their test is planned for the end of October.
- Preparation for the CGC Data Centre test scheduled for 12 May is underway. There are approximately 400 applications in the scope of CGC test. All the business based in CGC, are included in this test.
- Nearing completion of Phase 1 of the Infrastructure Inventory data gathering in Archer. Due dates of Phase 2 will be advised next week. Phase 2 of this data gathering exercise will focus on a first fix of Phase 1 High Risk deliverables and the data gathering of Medium Risk Infrastructure products.
- EMEA ISOs continue to support the projects group in addressing issues with the EuroConnex project. This has resulted in the risks being identified and documented and the GCG business agreeing to take ownership. The exercise has helped GCG in understanding the risks as they are presented to CTI.
- Don Gibson joined Jim Byrne as certified in delivering training to local schools on safe use of the internet. This training was provided by ISC2 (the governing body behind our CISSP certification). Other CISSP certified BISOs are scheduled to complete in the next 2 months. This is sponsored by the charity ChildNet and is a free offering.

- EERS Semi-annual entitlement review will run 1st to 30th April. All managers need to ensure that their population is correct, as CTI EMEA will be tracked against what is listed with HR.
- Common Risk Assessments for 2008/2008 will commence in May 2007 with training being an advanced requirement to access being provided to the new CIRAS system. BISOs will be providing more details as we go through April.
- The weekly review of CIB Cash and Securities Sev-1 and Sev-2 incidents has been handed over to the Cash and Securities Incident and Problem management team. This means that CTI will represent issues to that teams review meetings only where a known impact has been caused by CTI. The Cash and Securities team have confirmed that their internal review processes cover the requirements of their RCSA commitments.
- Change management newsletter for Q1 is completed for distribution on the 2nd April in conjunction with the new level 3.

Weekly Management Report 30/3/07

Information Security Administration

- GET Reconciliation, EMEA Esystems OT LDAP Administration and Multifonds Germany have been activated in VSR.
- Migrations of Egypt and South Africa TEARS groups and Egypt ESM to Regional ICU have been completed.
- Anti-Money Laundering and Data Warehouse project for Germany has begun with ITO setting up the environment and creating the first set of ids for the ISA team.
- The first set of UAT tests for the new hardened build for VSR has been completed successfully by the Budapest ISA team.
- Esystems weblogic (Webhosting) reviews are now set up and an additional two servers for Madrid will be added.

Audits / Controls / Compliance / Information Security

- Phase 1 of the Infrastructure Inventory data gathering has been completed. The due date for the completion of Phase 2 has been set at 30th April. A spreadsheet containing 170 products has been circulated to the relevant Business units.
- The Archer automated RA tool has now been deployed to all CTI units in EMEA.
- Secure workspace reviews for Q1 are scheduled to complete by 31st March for all EMEA CTI units
- 50% of the ICQ required for Regional Storage/SAN/NAS has been provided and is reviewed at present. The deadline has been extended until 2/4. Remedial work and CAP's are being identified and created.
- The guideline document for Multi-Functional Devices has now been finished, and is with senior management for approval before general publishing. An RCSA question and a work-flow process have been supplied.
- EERS Semi-annual entitlement review will run 1st to 30th April. All CTI units have been advised by their BISO's to complete.
- CISS 4.0 has been approved by CTI and we await the other Citi sectors to approve. Provisional effective date of 1st April 2007 remains documented within the new standards with Compliance required (except where specified) by 1st Jan 2008.
- Common Risk Assessments for 2007/2008 will commence in May 2007 with training being an advanced requirement to access being provided to the new CIRAS system. BISOs will be providing more details as we go through April.

Distributed Operations Infrastructure

- EMEA Storage has installed PowerBroker on EUSAN-MGT workstations for London and Meerbusch as a compensating control for management of Centera Voice Archiving, to ensure compliance with Information Security policies.
- UK Corporate Wintel SA has enhanced their Wintel data share entitlement reporting solution, partly automating the sending of the reports for the 1200 Wintel data shares to the UK Corporate businesses. This provides a save of circa 14 days of effort every 6 months for the UK Corporate Wintel ISA team and therefore reduces costs. The enhanced solution has also been made available to the UK Front Office, Ireland and Nordics Wintel SA teams, so they can also benefit from this.

Shared Services

- The Global level 2 change management CITMP standards have received independent ITIL certification this week
- Preparation of the CGC annual DC test on May 12th is underway. Current activity is centred on the verification of the test inventory, which is currently with the DR Coordinators and Business Recovery Coordinators to confirm participation and engage the required support teams. Weekly CGC DC test planning meetings are being held.

Weekly Management Report 5/4/07

Information Security Administration

- Migrations of AppSight Problem Resolution System and Multi Country MARS to Regional ISA have been completed. Similarly, migration of eClearSettle is close to completion, only pending approval of a Risk Acceptance.
- Esystems Weblogic (webhosting) reviews are now set up with the Regional ICU team with two additional servers for Madrid remaining to be added. Automation initiative being explored with Brian Squibb in effort to solve resource issue.
- UNIX USM ISA function transfer to CITOS has begun.
- Migration of GFI Compute Grid to Regional ISA Budapest is ongoing. The support team is currently fixing some outstanding issues with the application. Training is planned for this week.
- Migration WebExceller application from South Africa and 13 other countries to Regional ISA is ongoing. We are waiting for the integration questionnaire to be completed and sent back to us by the application owner.
- Activity review for all databases supported by the ISAG team is moving to the SEMS system and similarly entitlement reviews into GERS as per plan.
- Steve Rich (Global Head of ISA) plans to visit the EMEA region during the week of 16th April. He plans to visit Budapest and Warsaw.

Audits / Controls / Compliance / Information Security

- A SIRT was raised as a result of microfiche being found in the lower ground floor car park in RDH.
- ARR Business monitoring for Budapest Regional ISA team is now complete. We are expecting two items in the BM memo, one relating to the functional id inventory and another for EERS termination requests.
- The due date for the completion of Phase 2 of the Infrastructure Inventory has been set at 30/4. ROSS and DO are to agree a process for completion.
- BISO worked with Unix team on the planned Atlantis migration. Atlantis is a treasury solution for GCG users. It is planned to move the operating system support from India to EDC, also its planned to move the ISA function from India (CITOS) to Poland. There are currently discussions how the support can be transferred in a secured way to the support teams.
- EERS Semi-annual entitlement review will run 1st to 30th April. The first progress report will be issued on 5th April.
- BISO's have contacted their Business units to advise they must complete the ISRA/CIRAS Bulk User Registration by 20th April, also information on training dates for ISRA/CIRAS was distributed.

Distributed Operations Infrastructure

- UK Corporate Webadmin Administration has taken over the responsibility for the Wintel ISA (Webadmin Administration) function for the EMEA Active Directory (EUR) groups that control access to resources for the Wintel Application servers supported by the Datacentre NT SATS team and groups relating to the EMEA Messaging team. This has been completed without the team increasing their headcount and is all part of the initiative to regionalise and centralise the EMEA Wintel ISA function.

Telecom Operations

- CISCO End of Life was discussed with a number of key stakeholders, including the need to get feedback from the business as to what risk they would be prepared to accept in the event of our vendors willing to extend maintenance cover but with a reduced SLA.

Weekly Management Report 13/4/07

Information Security Administration

- ARR have confirmed that all items from the 2006 SecAdmin audit BI, bar the Barcelona Helpdesk password reset issue, are now closed.
- GERS used by CIBTech for database accounts entitlement reviews is now live for ISAG supported database servers.
- UAT on the hardened build of VSR has been completed successfully. CTIGA will now send the results to ARR for validation.
- The Regional ISA SLA which will go into the Master Services Agreement as an addendum, has been finalised and is now with the SLM team for review.

Audits / Controls / Compliance / Information Security

- Review of the Standard Build deployment across EMEA is underway, excellent participation of units involved. We need this to continue, so the EMEA position can be presented to Jagdish and the GTH Directs.
- EERS Semi-annual entitlement review will run 1st to 30th April. Status for EMEA TI is currently 38% complete.
- CISS 4.0 has been fully approved and will be available on the Corporate ISS website shortly. The Compliance date is set for 1st January 2008 with documented exceptions. More details to follow in the coming weeks.
- Legal and regulatory support has been provided by ISO to Bratislava for Personally Identifiable Information ahead of planned process migration to Singapore.
- EMEA BISOs are playing a leading role in enhancing the Corporate TPISA process. The Third Party Assessment Questionnaire which forms the initial self assessment by the vendor is being enhanced ahead of an online version which will be available to the Third Party via a web portal.
- All Risk Acceptances are being created on the Archer RA module, which has streamlined the approval process and is being used to eliminate duplication. We are undertaking a review of all CTI RA's to ensure that we are covered in EMEA and secondly we may be able to leverage of an existing RA to reduce our overall numbers and apply priorities to CATE and management.
- EMEA had 35 registered attendees on the ISRA (Common Risk Assessment) methodology training and a 100% attendance record. Unmatched by any other region or sector. Great work and more dates being offered soon.
- Common Risk Assessments for 2007/2008 will commence with UAT in May 2007 and training being an advanced requirement to access being provided to the new CIRAS system.

Distributed Operations Infrastructure

- EMEA Citrix Server Based Computing Infrastructure has upgraded the Flexcube NA Loans Product Processor to version 7.2 in preparation for the Loans Agency/Syndication go-live.

Telecom Operations

- Affiniti have provided a draft proposal for extending support of end-of-life Cisco kit until end of contract in March 2009, although at greatly reduced SLA levels. This is now under review and further discussion. DiData have requested a workshop within next fortnight, whereby they will bring in their SME's to review, discuss, and agree what is and isn't feasible. Vendor Management are liaising with Network Engineering, GNCC, and Distributed Operations, to ascertain availability for this workshop.
- Internet-facing proxy servers issue - Fix announced by Bluecoat, change to be raised to upgrade 50% of the infrastructure for testing.

Shared Services

- Further planning activity for the 12 May CGC test has been carried out. The CoB Sector Heads have been made aware of the gaps in ownership and coordination of applications on the inventory. Focus will be given to the preparation and representation of TI applications and infrastructure to be included in the CGC test. Disaster Recovery Coordinators will be given direction on their role and required deliverables including sign off procedures.

Weekly Management Report 20/4/07

Information Security Administration

- EMEA Regional ISA is being transferred to Global Operations so that it can be run as a single CTI ISA team. Budapest and Mexico will be the two main Centres of Excellence for ISA and plans are for both centres to mirror each other. Steve Rich and Jeff Saldanha visited the Budapest ISA team to inform them of the changes and the news was received positively. Steve Rich is also visiting the Warsaw ISA team.
- ASYSOTSP LDAP Group and EUCLID PC Dublin applications were successfully migrated to Budapest ISA.

Audits / Controls / Compliance / Information Security

- Completed the lockdown of IIS on 4 ESM Web servers as part of the Web Hosting remediation.
- Completed the Q1 Secure Workspace Reviews, reviewing 1,786 workspaces, with 58 violations and 0 SIRTIS. This represents a violation percentage of only 3.2% against a 2 year average of 5.4%.
- All new IS Risk Acceptances will be entered online into the Archer Module. Several weeks of training and slight module changes to reflect the EMEA process flow have been completed. This will allow us to approve the RA's quicker, and reduce the load on the network by eliminating the large email traffic. We will also over the coming months have online access to the RAs to monitor in detail which platforms, countries and risks and provide recommendations to management and staff alike.
- Citigroup Information Security Standards 4.0 is approved and available from the ISS website. Several volunteers from across the region have also put their names forward to Global Information Security to participate in writing a "Dummies" guide for CTI users to interpret the new standards. This is expected to take approx 4 weeks.
- Patrick Moran and other GISOs attended ISO/SEC 27001:2005 Internal Auditor training as a pre-requisite to developing future Global IS programs that are ISO 27001 compliant. This is part of the GIS strategy to be in a position over the next 4 years to support any unit or data centre who wishes to seek ISO 27001 compliance. ISO 27001 is increasingly seen by external regulators and clients alike as a minimum level of assurance that the organisation is achieving and maintaining an independently verified standard.
- Several initiatives are in progress which can be best described as data gathering ahead of full blown project plans being drawn up and submitted. These include Standard Build, a review of what technology builds are installed in all regions and compare this to the availability of a certified build. There is also an initiative to gather data on the Infrastructure components and this questionnaire is being completed by local Subject Matter Experts. This in turn will allow us to provide senior management with a view on entitlement and Master ID compliance. This will then be analysed and will result in corrective action plans being developed as appropriate.
- EERS Semi-Annual entitlement reviews are in progress with a status of 56% completed as of Fri 20th April. Of the outstanding there is still a significant number who have not yet started the review. Due date is 30th April.
- Common Risk Assessment in the form of CIRAS is gathering momentum with increased levels of deliverables. EMEA has gathered entitlement data from all units and submitted a bulk request to request permission to access the system using the various roles defined within CIRAS. UAT will commence in May, and training remains available with recorded webcast versions also available.
- Each and every unit will be asked to complete and /or review a completed questionnaire on the safe disposal of sensitive data. The Federal Reserve Bureau (FRB) have requested a status from Citi on the process in place for disposing of sensitive data. The BISOs are validating the current data in an effort to reduce the level of information required by the local units. More details to follow.

Distributed Operations Infrastructure

- Work is progressing to hire 2 Wintel ISA and Wintel SA in CITOS to then begin the process of moving these functions out of the EMEA countries into the two main centres in EMEA (CITOS and Belfast), which will be much more cost effective.
- The hardware is scheduled to be ordered to install the NAS Storage for the Zantaz E:Mail Archiving project in EMEA, which will provide a much more efficient and cost effective way of storing PST files.
- Completed the disk erasure process for 8 end of life DMX frames. Due to 2 frame failures approx 1000 drive removals and plugin were completed in order to move drives from the failed DMX's to the working systems. This action taken jointly by DSM, DCSM and EMC saved on the cost of 2 x DMX repairs.

Shared Services

- CGC test planning continues to schedule. The blank scope status and missing DR Coordinators for CIB and CTI applications is causing some concern and will be raised with the Sector Head again this week.
- The new L3 for change management came into force on 16/4 and is mandatory for all O&T units in EMEA. There have been some concerns expressed by CIBTech regarding the new templates and we are working with them to mandate a specific CIBTech template for their use over the next few weeks.

Prior Week Updates

- Completed the Q1 Secure Workspace Reviews, reviewing 1,786 workspaces, with 58 violations and 0 SIRTIS. This represents a violation percentage of only 3.2% against a 2 year average of 5.4%.

Prior Week Significant Meetings

- Town Hall with Steve Rich for Budapest ISA staff to make the team aware of the management changes.

Week In Review Updates

- The OCC Information Security review of Citi will commence with opening meeting in NY, USA.

Week Ahead Significant Meetings

- Terry O'Leary and Bill Fletcher join Tony Disanto for meetings in CITOS (India).

Weekly Management Report 27/4/07

Information Security Administration

- The following applications are in the process of being migrated to Budapest ISA: Germany Data Warehouse, GFI Compute Grid, eClearSettle, ASYSOTSP and NCS.
- EBS Germany: ITO has agreed to Regional ISA's request for a bulk upload of 7320 PAT stress test ids. All the necessary documentation has been provided to ITO. The clearing of the UAT backlog is ongoing. We have created ids that were specified as "priority" and are now working on the completion of the remaining VSR requests.
- EBS Germany: German business have requested a different approach to the reduction of access rights for full access groups. We will be separating IT and business users and access will be decreased module by module.
- The Budapest ISA team have started to review South Dakota's products and processes as they will be taking over South Dakota's ISA functions in due course.

Audits / Controls / Compliance / Information Security

- All managers are reminded of the availability of the IS Exit Checklist, which is a minimum checklist for staff leaving the firm. This is available in the EMEA IS Level 3 document and from your BISO.
- Corrective actions for the Regional ISA Q1 Business Monitoring findings are in progress.
- Several line operations staff have joined the BISOs in writing guidelines for the new Information Security Standards to be used CTI wide, EMEA have taken 2 of the 13 sections. The guidelines will be issued in the next couple of weeks and are intended to provide clarification on each policy statement. Work is underway to understand the requirements associated with the new CISS 4.0. This will generate a gap analysis which is targeted for completion in the 2nd / 3rd week of May. The output of which will be used as input to the 2008 Budget cycle. Additional input on the Budget will be provided against the Strategic Implementation Plan (a Citi wide set of 17 Information Security initiatives).
- Great progress against the EERS Semi-Annual entitlement reviews with 92% of the original 2,099 staff now completed (as per 27/4 AM). However as a result of amendments being applied by managers, the total number of staff in CTI EMEA requiring an entitlement review completed against them has risen to just over 2,400. This includes staff who have left the firm, who still require the entitlement review completed. With the OCC review and several ARR reviews and business monitoring in progress, this requires all managers immediate attention.
- In cooperation with other sectors and business representatives the use of USB Mass Storage Devices has been reviewed. It was agreed that whilst CTI staff are prohibited from using such devices, there is a need to provide a mechanism for their control in other business sectors. A working group is in motion with procedures being circulated and key controls being tested.
- OCC Interagency IS review of Citi scheduled for Wednesday 25th April and will run to the end of June.

Distributed Operations Infrastructure

- Completed the central deployment of the ESM patch to remediate current GEM to 6000 devices in EMEA. ESM is the global application that is used for justifying changes to critical system files, which is an Information Security requirement.
- Migrated 210 Gigabytes of Office Automation data for the EBU and GSS businesses to new disk space partitions. This is part of the project to move data from Net App Filers that are End of Life, to the newly installed replacement Net App Filers. It also alleviates disk space issues, providing the businesses with growth space for 2007.

Shared Services

- DSI Spreadsheet to be populated by SQL server after running a query based on DL and users profiles. This will serve as a temporary discovery tool for EMEA LSM until the global tool is released.
- Attachmate recommended to India offshore consulting as alternative to Rumba, attempting to raise awareness of Attachmate VLA.
- Planning continues for the May 12 CGC Annual CoB test. The timeline deliverables that were met this week included final nominations for filer testing, provision of participant lists and workbook timelines for TI infrastructure recoveries. In the coming week details of all SAN failovers or splits will be required and the last date for raising waivers will be reached.
- Business Impact Analysis (BIA) update and review needs to be completed no later than June 15. That includes Business Unit Head (BUH) approval.
- Business Recovery Plan (BRP) migration onto CoBTrac to start July 2 and approval by BUH.

Telecom Operations

- Tivoli rollout is approximately 75% complete, the remaining devices are primary production and need to be updated during greenzones after the change freeze.
- Checkpoint firewall upgrades (NG to NGX) 90% complete.
- BigIP hardware replacements - 1 handover remains due to instability on the device in question.
- Internet-facing proxy servers issue - Proposed fix has been rescheduled w/c 30th April.
- Firewall migration project - Still awaiting new NIC cards. Multicast issue has been resolved by Checkpoint but the resolution has broken failover, Checkpoint are working to fix this but have no date scheduled.

Prior Week Updates

- The Draft 2008 budget for the DSI Programme has been submitted and discussed with Regional Financial Control, due to the significant values involved.

Prior Week Significant Meetings

- Graham Quinn has been hosting the Global Remote Access Support offsite in London, which has been attended by the relevant UK based staff as well as the Global Product Manager, Engineering Lead and Operational Owners. The Offsite has been focused on addressing Global Consistency, Global Support Model, Service Level Objectives, Global Product Rate card as well as sharing experiences. Further work needs to be undertaken on the Support Model which will be presented to the Global and Regional senior management teams when completed.

Week In Review Updates

- Regional Client Computing Services in conjunction with the Global Desktop Product Manager has submitted the draft Desktop TCO model and the Global Service Level Objectives for the Desktop Product. These will be presented to Jagdish next week.

Week Ahead Significant Meetings

- Meeting with CTI Global Ops representatives to agree ISA service management for EMEA business customers.

Weekly Management Report 04/05/07

Information Security Administration

- Tectia deployment on majority of the production systems has been completed.
- Migration of ASYSOTSP, LDAP and NCS applications to EMEA Regional ISA has been completed.
- Migrations of Germany Data Warehouse, GFI Compute Grid and eClearSettle applications are ongoing.
- One staff from the Budapest Regional ISA team travelled to Duisburg to clear the Germany EBS backlog caused by access issues.
- E-Audit project is now back on and the Warsaw ISA team will be doing the function. We are checking with CITOS if they can take over log review for e-trust.
- The Budapest ISA managers participated in a Job Fair organized by the Technical University to find suitable candidates for CTI.

CITOS Engagements

- Terry O'Leary / Tony DiSanto and Bill Fletcher visited CITOS facilities in Mumbai & Chennai to discuss the transition process for activities destined for those locations. Job descriptions have been provided to CITOS management for them to review and then determine whether the skills exist in their market place.
- A statement of Work has been signed for EMEA UK Webhosting activity and 7 resources have started
- A Statement of Work has been received for EMEA Germany Webhosting activity and this is with legal for approval (7 resources)
- A Statement of Work has been received for Log reviews (10) and RDS (10) and these are ready for UK approval.
- Other EMEA CITOS engagements include Solaris Admin (10), Wintel Production Support (11) and Webadmin Administration (11) (FYI , this is covered on the 2007 plans as Wintel file and Print SA).
- 20 positions have been identified for the US (10 DBA and 10 SA)
- UNIX USM ISA function transfer to CITOS is in progress.
- Draft SOW completed detailing the COB Peer reviews and CITMP Appendix QA (3 FTE) . Further work involving COB RCSA regional reviews is in the pipeline (2FTE) .

Audits / Controls / Compliance / Information Security

- EMEA CTI completed on time 100% of it's EERS Semi-Annual entitlement reviews.
- The General Controls audit opening meeting with ARR was held on Monday 30 April. Audit field work is expected to take 3 weeks. ARR have conducted preliminary interviews this week with no concerns identified. Twice weekly management calls have been set up with the ARR lead.
- Reviewed all new starters to ensure all have taken the "Securing Our Future" training which is mandatory for all new hires.
- Infrastructure Inventory is in progress to capture some key details about the infrastructure that is managed in EMEA. This information demonstrates that not all deployments are consistent and that several non compliant versions of infrastructure are in use. Remediation plans for Infrastructure entitlements and provision of Standard Builds will be the next phase.
- Patrick Moran has completed ISO 27001 IS Internal Auditor training and will present to the Biweekly Managers meeting on the Future of IS at Citi.
- Chris Kelleher has introduced an IS Support Model for all SILC projects including DSI Migrations, Atlantis Project, GCOT - Third Party Remote Access, EuroConex Divestiture, Superdome (PPU) Pay Per Usage. This is being extended and is aimed at reducing IS concerns at later stages in the project lifecycle.

Distributed Operations Infrastructure

- Received an urgent request from the Consumer business to create a new Wintel data share in relation to the Structured Expense Review, which then had to be made available to circa 220 staff members. This request was started and processed within 24 hours.
- Completed an initiative to update all EMEA EUR SOE IDs in WebAdmin with the details of the Wintel WebAdmin Administration and Wintel Server Administration teams that support them to provide clear contact information and enhance communication. This is the culmination of a 12 months of research and planning, which involved the collection of information from across the entire region.

Shared Services

- The number of Severity 3 incidents handled by CTI fell to it's lowest ever levels and in parallel the number of Mac's handled through Virtual Tech processes exceeded the volume of incidents for the first time ever. This is a direct reflection of Problem Management activities to drive correct classification of Virtual tech tickets across the region. Recent analysis has shown that here is still a 10% inaccuracy in the classification of tickets.
- CTI EMEA resolved 10 Sev-1 incidents in April of which 4 meet criteria for exclusion from metrics on the grounds of business risk acceptance. A further 2 items are under review for ownership. Even without the latter review this is the lowest volume of incidents experienced by CTI since the start of 2007. CTI EMEA is currently outside of the 15% reduction target for Sev-1 incidents.
- There has been a change to the EMS incident ownership structure to segregate the reporting of Critical incidents that CTI has caused from those that it has handled but were not caused by errors on CTI's part.
- CTI Problem management team have agreed with Consumer Technology and CTI Client management to modifications to the review process for Consumer owned incidents that will lead to increased analysis and accountability for Critical incidents affecting the consumer business.

- Preparation for the CGC test continues. Currently there are 367 applications in scope to test; this number will rise when planning for all supporting infrastructure recoveries is complete. 41 waivers have been raised using Archer, of these 5 are fully approved, 8 have been rejected and 28 are in progress awaiting approval. Milestones for this week include compiling TI timeline details for the test workbook. In the coming week, all SAN split and failover requirements for the test need to be formally notified to the SAN team. The final test plan will soon be published.
- A meeting was held with EBS Business Project Office and German business CoB Head regarding RTO and SLAs. The Business Project Office will pick up RTOs and SLAs as a deliverable in the project.

Telecom Operations

- BigIP hardware replacements - Completed.
- Internet-facing proxy servers issue - Proposed fix has been rescheduled w/c 07th May

Prior Week Updates

- EMEA CTI completed on time 100% of it's EERS Semi-Annual entitlement reviews.

Prior Week Significant Meetings

- The General Controls audit opening meeting with ARR was held on Monday 30 April.

Week In Review Updates

- May 12 CGC Annual CoB test

Week Ahead Significant Meetings

- Ongoing meetings with GTS and Consumer Bank re cost saving initiatives within the EMEA Storage arena including SAN.

Weekly Management Report 11/05/07

Information Security Administration

- Migration of Multifonds Edinburgh, GFI Compute Grid and eClearSettle to ISA Budapest have been completed.
- Migration of the Germany CIP SFS application from V-Series on Stratus is planned to happen the coming weekend.
- ISA functions are currently being migrated from South Dakota to Budapest. To accommodate this extra work, TEARS and ESM log review work done by the ICU team in Budapest is being transferred to CITOS.
- We have been working with the application owners to ensure the latest ISA details are inputted into the CSI inventory. So far, 270 entries have been addressed.
- Jeff Saldanha met with Craig Spielmann last week and provided an overview of Controls, MARS issues and CAPs relating to EMEA Regional ISA.
- Fincon is expected to complete the transfers of Regional ISA headcount and budgets to Global Ops next week. There is also a meeting with Global Operations managers next Wednesday to examine progress of ISA handover and iron out any issues.

Audits / Controls / Compliance / Information Security

- EMEA have ensured that they have met all deliverables requested of us by the OCC to date.
- BISOs are engaging in the IS review of Egg, which will follow the Third Party IS Assessment process (TPISA). The use of the Assessment Questionnaire in the M&A process is seen as best practice and offers a consistent approach and template for responses.
- BISOs are continuing to conduct walkthroughs of the new IS standards in an effort of units identifying any gaps. This will enable units to submit corrective action plans and where necessary submit cost estimates to their management for inclusion in future Budgets.
- BISOs are approaching all units, where applicable, to obtain details on the manner in which they dispose of sensitive media and what access units have to production above and beyond their BAU duties.
- Common Risk Assessment training is available via the Global Learning Management System, available via the employee portal, providing an opportunity to view the training webcast, this is one of several on offer in the coming months.

Distributed Operations Infrastructure

- EMEA Wintel Infrastructure and EMEA NAS Infrastructure supported the COB test in Russia last weekend including the EMEA Active Directory (EUR) Domain Controllers and NAS Storage devices in Russia.
- EMEA Wintel Infrastructure has successfully created the EURUAT domain. This is to allow the testing of applications and upgrades to systems without impacting the production environment (EUR). This is part of the global UAT forest.
- EMEA Citrix Infrastructure has successfully upgraded SQL Server on 2 Citrix datastores for the EURCTX Farm. This farm consists of business critical applications such as Flexcube, Recon Trade, etc.

Shared Services

- New Weekly on call SMT Change review meeting has been set up commencing Friday 11th.
- Presentation made to CMB Tech Management on 2007 Change Management Roadmap.
- A new initiative to produce a Global Level 3 for Change Management under directive from Otto Chan kicked off this week. Delivery expected Q4 2007.
- CMB Tech management have started engaging Regional Change Control on a regular basis to discuss change policy and tool enhancements with a view to providing constructive feedback into the decision making process.
- Final planning for the CGC annual CoB test on Saturday 12th is being completed. The test workbook is being populated with the infrastructure recovery timelines and contact details for the applications being recovered and tested. With the inventory closed, we have 423 applications in scope. 58 waivers have been raised meaning there are 365 applications being tested. A total of seven filer systems will be in scope. Three filer systems (Ldnctinas105; Ldnctinas025 & Ldnctinas055) are in scope for full failover test. Four filer systems (Ldnctinas049; Ldnctinas018; Ldnctinas114 & Ldnctinas051) will be tested in the Read Only mode.
- The re-testing for mainframe applications that was initially planned for May 22/23 will now be re-scheduled for June 13/14 due to the change in the EBS Germany schedule.

Telecom Operations

- 2007 cost savings of \$75M have now been realised, as a result of SLA rationalisation of Cisco maintenance support in Russia.
- DiData have announced they are currently in the process of recruiting a Global Service Delivery Manager that will be based in London, and will be dedicated to the Citigroup account. This is part of additional investment they are making to address outstanding issues, and to provide more focus to the Citigroup account. Initiatives such as this, now have Senior Executive sponsorship at Global Director level within DiData. Vendor Mgmt and GNCC Mgmt have been given the opportunity to provide input and feedback as to the core competencies and qualities required of this position, and to suggest recommendations of potential candidates that could successfully fulfil the role. Interviews have now taken place, and 4 individuals short-listed. Awaiting DiData to introduce the potential candidates to Citigroup for input.

Prior Week Updates

- EMEA Wintel Infrastructure and EMEA NAS Infrastructure supported the COB test in Russia last weekend including the EMEA Active Directory (EUR) Domain Controllers and NAS Storage devices in Russia.

Prior Week Significant Meetings

- Presentation made to CMB Tech Management on 2007 Change Management Roadmap

Week In Review Updates

- Fincon is expected to complete the transfers of Regional ISA headcount and budgets to Global Ops next week.

Week Ahead Significant Meetings

- EMEA Storage are attending and presenting to Terry O'Leary and Paul Stemmler who is visiting from the US in relation to Records Management and Archiving.

Weekly Management Report 18/05/07

Information Security Administration

- Handover of management of the EMEA Security Administration and ICU teams to CTI Global Operations is in progress. Details of headcount and budget is being worked out between the two Fincons.
- Migration of Recon Trade Spain, Recon Trade Fundsettle and Recon Trade Consumer Russia to ISA Budapest is in progress.
- UNIX (Meerbusch USM) ISA function transfer from ISA Budapest to CITOS is in progress.

Audits / Controls / Compliance / Information Security

- EMEA Wintel Infrastructure has completed the deployment of secu1060 policy within ESM to allow devices to be monitored against the mandatory security settings.
- BISOs are attending meetings with their CMB, GWM and GCG ISO colleagues to agree process and procedures around the business use of the USB mass storage device "X-Key"
- BISOs have completed online web based training on the use of Secure Email solutions for use internally and externally. Please contact your BISO for details on what to do if you regularly transmit confidential information to a 3rd party.
- Several meetings took place this week where BISOs linked up with their cross sector colleagues to establish better exchange of information as it relates to Risk Acceptances. It was felt that the business aligned BISOs should be engaged as soon as possible when issues are identified so as to allow maximum time in gaining support where applicable from business sectors. A Bi-Weekly meeting with Ian Wallace and business representatives has been agreed to improve this information exchange.
- Citigroup IS Standards have had Appendix D added where a mapping to the British Standards Institute ISO 27001 IS controls are available. This represents progress against the convergence of CISS and ISO 27001 over the next 3-4 years.
- Some concern is being expressed on the safe use of the new Blackberry with onboard ability to house an SD memory card. Although the device will encrypt the card when added to the BB, it assumes that when docked to the users desktop/laptop that the desktop/laptop is by default not enabled for USB Mass Storage Devices. This is not universal across EMEA. This has been raised to Bill Monks.

Distributed Operations Infrastructure

- UK Corporate Webadmin Administration has liaised with EMEA and APAC Messaging at the request of the UK Corporate businesses, to have the free/ busy calendar updates completed. This was completed to allow people within the EMEA domain to view the availability of Citi APAC staff and vice versa. Support staff are increasingly located in domains other than the business and hence this is vital to ensure that meetings can be set up between the different domains.

Shared Services

- The BIA update process in EMEA is currently at 29% completion. Final date for approval by Manager is June 15th, 2007.
- CGC test completed. We have confirmation from BC coordinators that out of the 364 applications being tested, 265 have passed, 31 failures and 68 results yet to be published. The Denial of Access tests were conducted for TI units based in CGC and no major problem was reported. Storage successfully completed COB tests as well as Hoblink and Terminal Servers that provide the Remote Access solution. The main issues from the test that are known so far are as follows:
 - Incorrect configuration of remote servers and desktops to connect to DNS servers, this caused an outage to businesses in Belgium and Germany;
 - Failures on the work stations used by business had high volume of desktop failures. These were re-directed to support staff and fixed at that time;
 - A problem was encountered with Whitepages, the DNS settings had all reverted back to their original status i.e. production.
- Currently identifying entities in EMEA which are affected by a few new changes made by GBCS to Sub Processes/Parent Processes in BIA.
- Meeting arranged with Global TI BCS to discuss centralisation of the EMEA CoB RCSA process, if the new process is approved by GBCS we will be transferring this process to CITOS.
- LSM Project Plan completed.

Telecom Operations

- Checkpoint firewall upgrades (NG to NGX) 95% complete.
- eTrust rollout is now 70% complete, final change to be performed weekend 19th & 20th May

Prior Week Updates

- Annual CGC COB test completed

Prior Week Significant Meetings

- GISO Patrick Moran presented to the managers who attended the Bi-Weekly meeting / call on the future of Information Security at Citi. This provided a glimpse at the convergence of the Citigroup IS standards and the ISO 27001 (British Standards Institute) industry best practices IS standards

Week In Review Updates

- 21-25 May, internal offering of Certified Information Systems Security Professional (CISSP) training which is fully subscribed.

Week Ahead Significant Meetings

- Meeting between Tom Lavery and Peter Holden to review/discuss the regionalisation and centralisation of the EMEA CTI Wintel ISA and SA functions within the countries managed by Peter.

Weekly Management Report 25/05/07

Distributed Operations Infrastructure

- Successfully completed a COB failover for the NAS Filers used for Wintel data storage in Budapest and Madrid at the weekend without impact.
- Successfully completed the upgrade of the Ontap Operating System on the remaining NAS Filers in Germany. All devices are now compliant to the latest certified engineering standard.
- Generated a list of differences between the EMEA Wintel servers held in the TAS Inventory and those in DPC. This list has been communicated to the relevant EMEA Wintel SA teams, with the view of having these addressed, providing a consistent server inventory for EMEA Wintel servers.
- Migrated 1000 Gigabytes of Office Automation data, comprising 400 user home drives and 73 group data shares for the CMB and CTI businesses to new disk space partitions. This is part of the project to move data from Net App Filers that are End of Life, to the newly installed replacement Net App Filers. It also alleviates disk space issues, providing the businesses with growth space for 2007.
- Successfully created keytabs within the EMEA Active Directory (EUR) for GCB in Germany to allow for go live on the related project after delays due to technical issues.

Audits / Controls / Compliance / Information Security

- Several reviews are under way of units to be reviewed by ARR in 2007. This is highlighting several areas of concern and whilst the process of conducting pre-audit reviews is a key contributor to successful audits, it is dependent on unit and management support. BISO/GISO will conduct training and awareness sessions to raise the profile of "Audit Readiness".
- BISOs are supporting the additional workload associated with the acquisition of Egg. This has involved an increase in assessments and meetings to support the project.
- Additional information is being compiled for the strategic data centre group to ensure that any reference to future compliance of ISO27001 is being considered now.

Shared Services

- CTI Incident management volumes continue to drop and this has resulted in MAC's now overtaking problems as the largest element of work executed by CTI EMEA resolver groups. This is largely due to activities both centrally and in countries to correctly categorise Virtual Tech tickets and incident elimination activities. This follows on from April full month figures which show that CTI EMEA experienced it's lowest monthly volumes of incidents at all Severity levels for over 2 years.
- CTI EMEA has been the first region to implement a revised categorisation process for Severity 1 incidents that uses "business accepted risk" and "Single point of failure" as part of the evaluation process. This allows CTI to identify critical weaknesses and gaps in the infrastructure that the businesses have accepted in the past but have caused recent Critical service impact. CTI EMEA is leading the way on developing the criteria for evaluating "Business accepted risk" and "SPOF" using real time examples to generate discussion and agreement at global forums.
- CTI EMEA Problem Management is working with CEEMEA country management and CTIGA to investigate a semi automatic process to correct ticket Severity based on root cause selected (i.e. Request codes will ask the resolver to confirm a setting of Sev-4 on the ticket).
- Work underway to resolve production outage issues and SMT reporting from the CGC CoB test. EMS completed and resolutions being confirmed. Follow-up from the CGC CoB test continuing with the test results and RTO timings being gathered for the workbook. The post-test review meeting was held to gain feedback from participants, discuss high and low points of the test and plan the re-testing of any failed applications. The first weekly problem review meeting will be held to progress any issues raised during the test. Preparation of the test report will commence pending the collection of success/fails and RTO timings.
- LSM working on providing information on licence requirements, licences held and Vista compatibility for the Radia/Commonbuild project.

Telecom Operations

- Renewal proposal received from GTT, presenting a potential cost saving of around 13% of existing costs equating to circa \$258,645 per annum. Other factors may have an impact on this, such as Procurement putting some of the services out to E-auction or the potential of WAN Engineering migrating circuits across to MPLS.
- The migration of support services from DiData to Affiniti is being planned. Migration plan, if successful, will result in reduction of recurring support costs for 2008 by \$210,587 per annum. The 2007 impact of this exercise will be a save of \$105,293 effective 1st July 07.
- Discussion on establishing standard support pricing for future additions with DiData are on-going. Last week DD retracted their position on a number of points that were mutually agreed with Citi during previous discussions. Pressure was brought to bear in conjunction with procurement, on DiData, to standby the agreements reached previously during those discussion. DD have now decided to do so. Legal resources from both DD and Citi are to get together to agree on the contractual wording for the addendum which intended to provide assurances to Citi on pricing.
- Segregation of SA and ISA duties - eTrust rollout is now 99% complete, remaining 4 servers to be completed this week. Ongoing issues with the eAudit portion that EISS are helping with investigations.

Prior Week Updates

- BISOs worked with regional Web Hosting team on consolidation of IS issues and associated Risk Acceptances.

Prior Week Significant Meetings

- Meeting between Tom Lavery and Peter Holden to review/discuss the regionalisation and centralisation of the EMEA CTI Wintel ISA and SA functions within the countries managed by Peter.

Week In Review Updates

- Paul Dobbs will present to the Mobile/Wireless/Blackberry workshop on 31st May on the subject of Incident management and Problem elimination.

Week Ahead Significant Meetings

- EMC Quarterly Review Session conference call from NY, which is part of the Strategic Vendor Programme.

Weekly Management Report 01/06/07

Distributed Operations Infrastructure

- Migrated 14 Terabytes of storage for the GTS business to a lower tier of storage. This has provided GTS with a monthly savings of circa \$100k.
- Successfully configured and tested 23 new servers in DMZs for Turkey and Russia to resolve their audit issues.
- Successfully completed the rollout of TIVOLI to all EMEA Wintel Infrastructure servers and are ready to begin the removal of the legacy ICE client. These products are used for server monitoring.
- EMEA Wintel Infrastructure has now taken on the management and support of the NAS Filers in Germany from local staff in Germany. This is all part of the regional strategy to have all NAS Filers in EMEA centrally managed by one team.

Audits / Controls / Compliance / Information Security

- The Third Party IS Assessment (TPISA) process is being used extensively as part of the review process for recent acquisitions such as Quilter and Egg. This process is considered a default by the CTI M&A team as it provides a consistent and repeatable review process.
- Facilitated a 5 day CISSP boot camp training event in London attended by staff from across the region, including non CTI information security officers.
- The CISS 4.0 Guidelines document was issued to the BISOs this week and in conjunction with the Side By Side comparison with the previous IS standards form the necessary documentation to complete a gap analysis. The Gap Analysis will allow management to provide input to the 2008 budget cycle. The revised Citigroup IS Standards are available on the corporate ISS website.
- Initial meetings next week with ARR re the forthcoming EMEA Storage audit, preparation for the audit is underway.
- Web Hosting Business Monitoring Exercise - Request for evidence on PCMs for Access Control, Entitlement review and Performance Monitoring.

Shared Services

- Follow-up work for CGC CoB test is being continued with the test results and RTO timings being gathered for the workbook. The post-test review meetings have been organised to gain feedback from participants, discuss high and low points of the test and plan the retesting of any failed applications. The first weekly problem review meeting will be held this week to progress any issues raised during the test.
- LSM in process of rolling out VR to 9 countries with the remaining 7 in EMEA in the engagement phase.
- LSM CITMP appendices are still outstanding, 6 out of 61 units have responded.
- Software License VT/VR process continuing without input from CBS, some tickets becoming aged.
- HQ series has been found to be under-licensed, this is to be addressed by a CEP.
- Testing to be done on Attachmate 8 for compatibility with Vista.

Telecom Operations

- Checkpoint firewall upgrades (NG to NGX) 98% complete.
- Segregation of SA and ISA duties - eTrust implementation & validation is now at 100% complete.
- Vendor Management have now received and reviewed proposals from various vendors for the German WAN. Procurement have requested the short-listed vendors to each give a 1 hour presentation to all of the key stakeholders.

Prior Week Updates

- Migrated 14 Terabytes of storage for the GTS business to a lower tier of storage. This has provided GTS with a monthly savings of circa \$100k.

Prior Week Significant Meetings

- Patrick Moran presented the Citigroup IS Standards key changes to the TI SMT and secured assistance from the SMT to complete a region wide gap analysis. The presentation is being delivered to all units over the coming weeks to increase awareness of the changes that have been introduced.

Week In Review Updates

- Developer Access to Production (DAP) QA review will be completed by BISOs against self assessment for key development units in the region. This will achieve key corporate deliverable on schedule.

Week Ahead Significant Meetings

- Initial meetings with ARR re the forthcoming EMEA Storage audit.

Weekly Management Report 08/06/07

Distributed Operations Infrastructure

- Completed a Storage Optimisation proposal for GTS, which would provide cost saves.
- Migrated 435 Gigabytes of Office Automation data for the CTI and CMB businesses to new disk space partitions. This is part of the project to move data from Net App Filers that are End of Life, to the newly installed replacement Net App Filers. It also alleviates disk space issues, providing the businesses with growth space for 2007.
- Completed the bi-annual Share Entitlement Review process for the 1442 Wintel data shares of the UK Corporate Back and Middle Office businesses. This included the distribution of the Entitlement Reports to the nominated data owners, the collation and action of the responses from the approvers and escalation of any instances where responses were not received. This is an Information Security requirement.
- Completed a Storage Optimisation proposal for a SAN upgrade in Warsaw to replace this legacy environment, addressing a number of Control related issues.
- Completed the local administrator password change on all supported devices. This is an Information Security requirement.
- Installed EMEA Tier-1 server into London Regional Data Centre and 2 level 3 proxy servers physically installed into Belfast site. These are in relation to the EMEA DSI pilot program.
- Successfully completed the migration of all servers to Tivoli, which will be used for Server Monitoring. Successfully upgrade 4 of 5 VMware servers to Version 3.0.

Audits / Controls / Compliance / Information Security

- BISOs completed the onsite TPISA review of Bell Microsystems, used for the disposal of decommissioned server hardware in the UK.
- BISO met with GCG representatives on the IS review of the UK Online bank Egg, which will require a TPISA.
- Met with the EMEA Compliance team on enhancements to the Issue Management process, where BISOs will be required to signoff on new IS issues in MARS+ and thereafter signoff on the progress of CAPS, again directly in MARS+. This will allow the early confirmation of effective compensating controls and regular review of progress against interim milestones in CAPS. Reports will be prepared to track this activity.
- PointSec for PC, a full disk encryption solution for laptops is nearing operational readiness, training for SAs is planned to commence in the final week of June and rollout plans are being discussed with Global Information Security and Regional Support management.
- James Gill became our newest CISSP when he passed his Certified Information Systems Security Professional exam.
- Common Risk Assessment training is available via the Global Learning Management System. An update on the EMEA schedule will be posted here next week. Final agreement is imminent from corporate ISS.
- A solution used for the encryption of email to external email addresses has a weakness when used for restricted information. Restricted information should be encrypted prior to transmission at all times. The solution in use only encrypts the data at the perimeter, i.e. before it leaves the network, not before it leaves the users mailbox. This has been raised to corporate ISS and CTI are seeking to issue an awareness message to highlight the gap.
- A meeting took place with ARR to discuss the upcoming EMEA Storage Audit and how the audit will be managed. ARR deliverables being processed.
- Patrick Moran met with key operational managers, at the request of Terry O'Leary to gather data from IS Gap Analysis. The data will be reviewed over the next few weeks ahead of June month end to then allow all SMT to refresh budget input.

Shared Services

- The CGC CoB test report is being prepared and expected to be available by next week. All 4 issues found during EDC test have been registered on MARS+.
- BCS entity alignment process is proving difficult due to constant change on ISRA entity names and staff changes.
- QA of COB RCSA completed for 25 entities.
- Facilitated a workshop session on Incident management with the global Blackberry Product team and owners. The meeting focused on identifying improvements to the speed and quality of the Blackberry incident resolution process.
- CMB Ops licenses are being managed at a business level, Sarah Draper has been sent a summary on the LSM project to understand position. Request for LSM to manage their licences.
- Appendices in LSM CITMP procedures are still outstanding, 6 out of 61 units have responded.
- Gilli Seymour has requested info on all Netmanage products on all platforms to provide to Netmanage, as legal threats have been made regarding maintenance agreements.

Telecom Operations

- Current issues with the live ORBIT II application are resolved on weekly basis with fixes released into production every Friday evening.
- Affiniti provided a draft proposal for extending support of EOL Cisco kit, based on a 6 months extension beyond EOL date, although at reduced SLA levels. Currently being reviewed with Network Engineering, prior to being contractually formalised by CBS Procurement. EOL workshop conducted with DiData, with input from Engineering, Distributed Ops, and Vendor Mgmt. DiData drafted a proposal based on these discussions. Transition of hardware maintenance from DiData to Affiniti is ongoing, resulting in reduction of recurring support costs of \$210,587 p.a. The 2007 impact will be a save of \$105,293.
- Meeting with Procurement and Network Engineering on the GTT and BT Contract renewals. RTO met with BT to discuss Citi expectations for the forthcoming renewal.

- Renewal proposal received from GTT, presenting a potential cost saving of around 13%, equating to circa \$258,645 p.a. Procurement highlighted that GTT may better the offer. Network Engineering reviewed subject BT and GTT schedules and identified further opportunity by re-engineering services on to MPLS platforms.
- RTO participated in a CBS Procurement workshop, to assist with a plan for achieving the remaining EMEA IT saves target for 2007. \$30MM saves across all IT services/products have already been identified, but \$20MM is still to be determined. 2007 YTD saves on EMEA Telecoms services/products is around \$3.5MM.

Prior Week Updates

- Completed the bi-annual Share entitlement review for 1442 Wintel data shares of the UK Corporate Back and Middle Office businesses, this included distribution of Entitlement Reports to the data owners, collation and action of the responses from the approvers and escalation of any instances where responses were not received.

Prior Week Significant Meetings

- Patrick Moran met with key operational managers, at the request of Terry O'Leary to gather data from IS Gap Analysis. The data will be reviewed over the next few weeks ahead of June month end to then allow all SMT to refresh budget input.

Week In Review Updates

- ARR deliverables for the EMEA Storage Audit being processed.

Week Ahead Significant Meetings

- Meeting LSM manager with area sales manager of Netmanage. Note: Gilli Seymour has requested info on all Netmanage products on all platforms to provide to Netmanage, as legal threats have been made regarding maintenance agreements.

Weekly Management Report 15/06/07

Distributed Operations Infrastructure

- Installed and configured 3 additional regional Wintel Servers in London and Belfast ready for OVCM (Radia) product installation, in readiness for the EMEA DSI Pilot in September.
- Created Procedures to review NetApp Filer Event Logs for permission changes indicative of manual event log tampering. This has been produced to close out the issue raised in the EMEA Storage Business Monitoring review, in relation to Event Log Reviews for the NAS systems in Poland.

Audits / Controls / Compliance / Information Security

- Cross Region CTI RA Analysis is under way to ensure that risks identified in one region are included in each area where the risk exists. This will continue to the end of June.
- BISOs in Warsaw attended the vendor site and supervised the destruction of 3 years worth of accumulated media which had been stockpiled at the data centre location. The stockpile had attracted comments from ARR in recent business monitoring and the schedule of this destruction satisfied their concerns.
- CISS 4.0 Gap Analysis is underway across the region with BISOs delivering presentations on key changes to units across the region. Expected to deliver details to Terry O'Leary at June monthend on potential remediation costs.
- 2007 Global Perimeter Audit has been initiated, pre-audit deliverables to be requested, fieldwork to begin after 30th July.
- Delivered RA analysis deliverables to Global Information Security for GTRM (Global Technology Risk Management) Business Monitoring.

Shared Services

- The CGC test Business Sign off Report has been completed. Continuing with post test activity, problem log follow-up and closure. 7 failed applications were retested on 9th June and business testers attended the Lewisham House recovery site.

Telecom Operations

- EISS OPS are currently helping AKBank (Turkey) on their request for performing a security review of AKBank's perimeter defences (including webhosting infrastructure).
- Primary market data firewalls in CGC & RDC were swapped out for higher spec hardware over the weekend of 2nd & 3rd June, CPU stats for the new hardware show a substantial decrease from 68% to 8% utilisation. No service disruption was experienced by the business.
- Affiniti have provided a draft proposal for extending support of end-of-life Cisco kit, which is based around a 6 months extension beyond EOL date, for all kit which is due to go EOL during 2007, although at reduced SLA levels. This is now being contractually formalised by CBS Procurement as an addendum to the contract. DiData have now provided their fully comprehensive assessment and proposal for EOL extended support, and this is now under review with Network Engineering. In the interim, Vendor Management have requested a simplistic sheet indicating on a country-by-country basis, all associated EOL BOMs, together with the relevant Cisco EOL date, and DiData Extended Support date. Where DiData are unable to extend support, they are to indicate so, and once complete, the sheet together with associated proposal is to be contractually formalised by CBS Procurement. For the areas where DiData are unable to extend support, Network Engineering are in discussion with the relevant Distributed Operations team, in order that a risk assessment and/or acceptance is carried out.

Prior Week Updates

- EISS Ops are currently helping AKBank (Turkey) on their request for performing a security review of AKBank's perimeter defences (including webhosting infrastructure).

Prior Week Significant Meetings

- Full day workshop in the US last week to discuss the Roles and Responsibilities related to HP Radia / DOI.

Week In Review Updates

- Remediation continues on closing out the EMEA Storage Business Monitoring issues in advance of the forthcoming EMEA Storage Audit.

Week Ahead Significant Meetings

- CTI head of Information Security Rich Delia will be in EMEA for 2 days, where he will meet with Terry O'Leary and GISO Patrick Moran will deliver his GISO quarterly review in person.

Weekly Management Report 22/06/07

Audits / Controls / Compliance

- Global Perimeter Audit - First set of deliverables have been requested and are due to be delivered by 22/6/07. Audit due to commence 30th July.
- ARR have completed Q2 Business Monitoring for Voice, no major issues have been reported.
- Remediation continues on closing out the EMEA Storage Business Monitoring issues in advance of the forthcoming EMEA Storage Audit.
- The combined Voice related tailored question set for Q3 RCSA has been agreed with ARR, the Distributed Operational Controls Team and the BISOs.
- Voice BI remediation: ARR have now closed off CAPS 1.01, 2.01, 2.02, 2.04, 2.05, 2.06, 2.11, 3.06 and 3.07.

Distributed Operations Infrastructure

- Added 76 Wintel servers to TEARS DMZ collections to allow the collection of event logs for review by SAs. This is to ensure compliance with CITMP that requires server event logs to be independently reviewed.
- Remediated two intranet servers as part of Webhosting remediation.
- Completed the acceptance process for the Equity Research suite of remote access terminal servers from Sales & Trading Wintel SA.
- Completed a CEP for Storage Optimisation for the GTS business to provide cost saves, which will now be fast tracked.
- Performed COB tests for several servers that had initially failed the annual COB tests due to misconfigurations on the server side.

Shared Services

- A new checking mechanism has been introduced to the Severity 1 process to guarantee that all CTI EMEA owned Sev-1 incidents are reviewed at least once by CTI SMT. CTI EMEA had no Sev-1 incidents during the week and only one Severity 2 incident. This is the lowest volume of high risk incidents recorded in over 18 months. CTI EMEA Sev-1 run rate for 2007 is 25% below 2006 volume.
- CGC test Business sign off document submitted to GBCS for approval. Will continue with rounding up outstanding test results and RTO measurements. Failed applications are being re-tested.
- BIA approvals for EMEA entities are progressing. At this point, EMEA has more than 93% BIA approved. The others are now being chased individually.
- Organising a Gold Team Call tree test for the week commencing 25 June.
- BCS assisted with Zurich Data Centre annual site test, providing on site support in test administration and GBCS procedures and reporting requirements.

Telecom Operations

- GTT have improved their discount to 22%. WAN Transport to review and advise what should and should not be committed prior to renewal which can be formalised and closed off for this year. They have also proposed an overall volume growth scheme and improved flexibility around termination of services. Procurement await revised offer/details in writing.
- The DiData Service Improvement Plan, which has been worked for the past year, has now finally been concluded and closed off, with all major outstanding tasks completed. As we now enter a BAU state of working, all future issues will be managed via the monthly service review forum.

Prior Week Updates

- A new checking mechanism has been introduced to the Severity 1 process to guarantee that all CTI EMEA owned Sev-1 incidents are reviewed at least once by CTI SMT. CTI EMEA had no Sev-1 incidents during the week and only one Severity 2 incident. This is the lowest volume of high risk incidents recorded in over 18 months. CTI EMEA Sev-1 run rate for 2007 is 25% below 2006 volume.

Prior Week Significant Meetings

- Paul Dobbs facilitated an Incident and Request management process mapping and improvement session for the EMEA Blackberry product management team.

Week In Review Updates

- Remediation continues on closing out the EMEA Storage Business Monitoring issues in advance of the forthcoming EMEA Storage Audit.

Week Ahead Significant Meetings

- -

Weekly Management Report 29/06/07

Audits / Controls / Compliance

- Remediation continues on closing out the EMEA Storage Business Monitoring issues in advance of the forthcoming EMEA Storage Audit, expecting to complete next week.
- Global Perimeter Audit prep work commenced, EISS Operations and Engineering continuing review of prep work checks with weekly meetings being scheduled to track progress. Opening meeting next week.
- The combined voice related tailored questions and matrix for Q3 RCSA have been updated and received BISO approval, these are now under review by Distributed Operational Controls Team.
- 2 remaining June MARS issues have now been closed.

Client Computing Services

- Global level 1 support for Remote Access is being considered. Discussions are on-going with Mike Sitro who is the Product owner for Remote Access and a presentation to Tony DiSanto is planned for July.
- We are now having a weekly call with CMB to address their Remote Access issues. Jonathan Byrd, assigned by CMBIS has come up with a plan of action. This includes building a new Windows 2003 Terminal Server and testing for performance. If it works well, then the solution will be rolled out to the other servers in the CMB Remote Access pool.
- We are working on improving methods to make the MIS for Blackberry more accurate.
- We have changed the name of the problem management queue for Blackberry support from EMEA Messaging (blackberry) to EMEA Blackberry Support to make it more user friendly.
- It has been technically challenging to get Corporate Web Admin to enable the CITOS APAC accounts to work across into the EUR domain. At this point in time 3 out of the 10 CITOS engineers are without EMEA accounts. The current plan is to ask CGSL to create and administer 3 accounts for us whilst they work out how to change the groups in Webadmin/Active Directory to enable the APAC engineers to support the EUR domain.
- Changes to the Remote Access portal due to the Citi re-brand caused a number of users to default to the North American server farm. This was quickly identified by the EMEA Helpdesk and the a call was opened with the rest of the Regions and a fix implemented.

Distributed Operations Infrastructure

- Submitted a CEP for approval to provide cost savings for the GTS business in the form of moving some of their storage to a low tier of storage that is charged internally at a cheaper rate.
- Migrated 185 Gigabytes of Office Automation data for the CMB business to new disk space partitions. This is part of the project to move data from Net App Filers that are End of Life, to the newly installed replacement Net App Filers. It also alleviates disk space issues, providing the businesses with growth space for 2007.
- Installed Windows Server 2003 on 4 additional servers to support the initial EMEA project rollout for the DSI initiative, to provide a standard desktop.

Shared Services

- Detailed updates have been provided this week for the MOW programme of activities sponsored by each SMT. Four sets of new requirements have been initiated with CITOS in the past week and 3 more projects for staff in CITOS are approved and hiring is in progress.
- Various re-testing has been performed from the Meerbusch annual Data Centre test, 4 EBS applications for Italy and 1 ECS application for Germany were successful.
- Switzerland Distributed Operations and Luxembourg have successfully completed their annual Non Data Centre CoB tests.
- The 2007 BIA update is due to complete in advance of the cut off date of 30th June, 98 of 99 entities have completed their submissions.

Telecom Operations

- CISCO End of Life Proposals from both Affiniti and DiData have now been sent to CBS Procurement, for contractual closure for 2007.
- GTT last week improved the discount to 22%, equating to annual saves of around \$430,000 across 28 WAN circuits. Procurement are currently agreeing termination flexibility, and expect to close off on the GTT discussions within next 2 weeks.
- German WAN RFP Presentations have now been given by all Vendors. Stakeholders presently going through the process of reviewing and scoring content and presentations. Shortlisted vendors have now been decided. Awaiting next steps and relevant communication from CBS Procurement.
- With the assistance of Procurement we have addressed all of the Voice & Network products listed in the EMEA Inventory, by contacting local Procurement to define if extended support to 2008 can be agreed with the local vendors. We are still awaiting for some Global contract numbers from various countries.
- Members of CBS Procurement, and RTO Service and Vendor Management met with BT to discuss further cost opportunities that may be available on Voice services, by assessing our call usage trends, and whether or not these could be consolidated in to one service to provide economies of scale. BT have now been provided with our call usage data, and are currently analysing this. Once this has been completed, BT are to present their findings, and provide a proposal.

Prior Week Updates

- Changes to the Remote Access portal due to the Citi re-brand caused a number of users to default to the North American server farm. This was quickly identified by the EMEA Helpdesk and the a call was opened with the rest of the Regions and a fix implemented.

Prior Week Significant Meetings

- None

Week In Review Updates

- Remediation should be completed for the EMEA Storage Business Monitoring issues in advance of the forthcoming EMEA Storage Audit.

Week Ahead Significant Meetings

- Meeting with GCOT (CMB) to address their Remote Access issues.

Weekly Management Report 6/7/07

Audits / Controls / Compliance

- EMEA CTI Storage Audit starts next week.
- Discussions with CATE regarding an EMEA based website containing all Secure Build details for Regionally deployed Voice products.
- Following a RCSA workshop for Regional Desktop Services, a conference call was held with the Distributed Operations team to agree how evidence will be provided for a centralised RCSA. This has generated further discussions on whether common risks such as problem and change management need to be tested separately for each regional function. Further discussions are required in this area.
- The combined voice related tailored questions and matrix have been reviewed by Distributed Operational Controls Team and will be incorporated into the associated queues for Q3 submission.
- The October date for the audit has been confirmed for the 2007 Global Perimeter Audit.

Client Computing Services

- Further meeting has been held with CMBTech to discuss actions for resolving CMB back-office remote access issues. The plan is now to build a new Windows 2003 server in London and following testing, to build a similar one in Germany and then test their relative performances.
- Regionalisation of Desktop Support: David Finnegan from the RDS team will be on-site in Manchester on 12th July to facilitate transfer of knowledge from the local Support team to RDS. Similarly, he will be travelling to Sunderland on 13th July to get an understanding of the local environment in preparation of transfer of the function to RDS.
- Progress of the CITOS Remote Desktop Support team: The Regional VT Queue Management team have started routing email and outlook related tickets to the CITOS RDS queue. We have noticed that a lot of simple repetitive questions are being asked and there is a slight concern over their fault finding skills. However, these are early days and we shall be monitoring their progress closely.
- A lasting solution has been agreed with Corporate Web Admin to address access to EUR domain for CITOS staff who normally have APAC domain accounts. CWA will now process the technical aspects of ensuring APAC users can be permission to EUR groups in order to support EUR users.

Distributed Operations Infrastructure

- EMEA CTI Storage Backups team has created a High Level Storage Roadmap for the next 12 months.

Shared Services

- Regular weekly update meetings now in place with managers co-ordinating CITOS and other MOW activities. CITOS are actively recruiting for project management, webhosting and SA staff at present and a number of new requirements are also in pre-approval review with the CITOS management team. We have encountered issues with the level of candidate CVs being presented for project management level positions and this issue is currently being addressed with CITOS.
- Requests are now starting to come in for 'right placement' resources to handle individual tasks and activities that would not require a complete function or dedicated individual. These requests are being reviewed locally for options to manage within an existing CITOS or other right placement location supported function, and the task migrated over as appropriate by arrangement with the manager of that function.
- ECMT scenario exercise completed. Call tree drill for the Gold team was successful.

Telecom Operations

- Consumer Voice Review with CGC Seniors took place on 5th Jul 07. This is the review requested by Ian Cramb / Mike Forster in January and is focused on SPOF's, RTO Structure and Focus, Service Mgmt. and strategy.
- PCMG Review feedback results identified as potential overspend with BTGS in the past 6 years at a cost of £542,248.
- The migration of Hardware maintenance services from DiData to Affiniti has now been effected as of 1st July 2007, and this has resulted in reduction of recurring support costs for 2008 by \$210,587 per annum. The 2007 impact of this exercise will be a save of \$105,293 effective 1st July 07.
- Review of cabling charges is underway with a summary meeting planned for next week.
- RTO Vendor Management and Senior Mgmt from GNCC, conducted a meeting with Cisco, to discuss and agree a workable method of including our support partner's (DiData and Affiniti) Cisco TAC case metrics, consolidated with the Cisco Global Metrics reported to Citi GNCC in the U.S. Follow-up meetings are to be scheduled with the Service Managers of both Affiniti and DiData, to agree how this will be achieved.

Prior Week Updates

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Prior Week Significant Meetings

- Meeting with Distributed Operations managers to discuss centralised execution of Regional Desktop Support RCSA.

Week In Review Updates

- EMEA CTI Storage Audit Starts.

Week Ahead Significant Meetings

- Discussions with CATE regarding an EMEA based website containing all Secure Build details for Regionally deployed Voice products.

Weekly Management Report 13/7/07

Audits / Controls / Compliance

- No issues or concerns were raised during Business Monitoring for Regional Desktop Support. We are now waiting on ARR to confirm the BM results.
- EMEA CTI Storage audit started this week, with approx. 8500 deliverables requested. Staff from various areas are heavily involved in the audit.

Client Computing Services

- Preparatory work for migration of Desktop Support for Manchester, Sunderland and Edinburgh is on course with the Belfast RDS staff visiting the above sites.
- Two staff from the Barcelona RDS team are planning to visit Germany in preparation for migrating Desktop Support to the Regional team.
- Currently, the RDS team in CITOS handle Email and Outlook tickets. As part of the training process, we have asked that no tickets should go directly from CITOS to the on-site local support teams; all issues must go via their Barcelona/Belfast nominated buddies. This is to ensure the right level of due diligence is performed before the ticket is passed on to the local support team.
- The Barcelona Regional Desktop Support team have started supporting Madrid.
- We are planning to set up a new telephone helpline for Blackberry support.
- Regional Desktop Procedures updates have been completed. Regional Sign off and alignment with appendices is now being progressed via the Distributed Operations Management office. A further review of appendices and alignment to the Level III will be required this year.

Distributed Operations Infrastructure

- RDOI has taken over the Wintel SA support and Webadmin Administration for Tribeca Global Management with no increase in headcount for the UK team.
- EMEA Server Based Computing Infrastructure has conducted and successfully completed a COB test for CitiFinancial.
- EMEA Server Based Computing Infrastructure has created a VMware service for Development servers. This will allow relevant teams to benefit from the virtualisation offered by VMware.

Shared Services

- Revised Vendor Management Level 3 document was signed off by the Procurement department and distributed to all units in EMEA. EMEA L3 appendix becomes part of the global L3 and forms a regional process which replaces all individual country processes.
- CITOS - workload transfer started. CITMP document mapping process explained and exercise in process with good results for part 1.

Telecom Operations

- A series of recent voice and data network outages and line errors have led to business impact at the Holyrood Park House and Sunguard sites in Edinburgh. Initial findings show that a number of deficiencies have existed in the configuration and resilience of the associated BT ATM circuits, and also communication breakdown in operational problem management process between BT and BT Openreach. BT have provided a full post-mortem report, and also a Service Improvement Plan (SIP) to address corrective actions, and to mitigate the risk of future occurrences of this type across all Citi sites. The SIP will be monitored for progress as part of the monthly service review forums.
- Fibernet (Global Crossing) have now presented a proposal for the contract renewal of the UK Dark Fibre lease between CGC1, CGC2, and RDC. Based on a 3 year term, existing costs will reduce from around \$510,300 per annum to around \$484,785 per annum, producing an annual save of around \$25,515, which equates to 5% against existing cost. Awaiting CBS Procurement to finalize approvals prior to formalizing.
- A process has been agreed with Service Delivery & Engineering for RTO to review and authorise all design. Service Delivery Engineers to share the designs pre CDA with the RTO leads. RTO will involve Dist Ops and ensure that the proposed solution meets business needs/Ops support is available.
- Multiple participants from CTI attended a BT presentation on their 21st Century Network upgrade, where BT gave an update on status, timelines, and potential known operational risks that were currently being investigated.
- Following a meeting between BT and Mike McLean, the BT Account Team met with members of RTO Vendor Management, to take a pragmatic view of the business, and to discuss innovation around methods of how both BT and Citi could help to achieve Citi's cost objectives. One of the ideas suggested by the Vendor Mgmt Group, was to look at how Citi could adopt a model like GTT, where Citi could gain a business relationship with BT Wholesale, and take advantage of wholesale pricing. Although somewhat wary about this approach, the BT Retail Account Team agreed to breakdown the barriers, and look at how feasible this maybe. Ideas suggested by BT include a review of how Data Centre space in CGC could be utilised for 3rd party hosting, after the DC move to Kalbach, and also how we could potentially utilise Citi sites and branches throughout the region, as carrier POP's for other carrier customers. The latter could mean that BT would fund the implementation costs associated to installing the necessary infrastructure in to such sites, and as a resultant benefit, Citi would save on infrastructure implementation costs. Follow-up meetings are to be scheduled in order to discuss and progress this further.
- Service review carried out with Avaya. No major service issues identified, although it's been reported that overall service quality in Ireland has deteriorated. This is currently being investigated. Outstanding billing issues have been highlighted for Switzerland. This is currently being investigated, but initial findings have shown that errors have been made by both parties, which have led to the current delays in processing invoices.

Prior Week Updates

- The Q2 ROSS Service Update was published to all CTI staff in EMEA; it contained information regarding the progress of implementation of functional management across EMEA together with other related updates such as recent management appointments.

Prior Week Significant Meetings

- The first ROSS EMEA-wide Open Forum was held on Thursday 12th July. Although the open forum was primarily for the benefit of ROSS staff throughout EMEA, Distributed Operations and other CTI staff were invited to attend as well. Approximately 40 people attended in person in London and at least a similar number dialled into the meeting.

Week In Review Updates

- EMEA CTI Storage Audit continues.

Week Ahead Significant Meetings

- Meeting with FI to discuss lack of available numbers in the dealer ranges and management of numbers going forward.

Weekly Management Report 20/7/07

Audits / Controls / Compliance

- Storage and ISA audits are currently underway. The SAS70 audit by KPMG starts Monday (23/7).
- EMEA Webadmin Administration received an update from ARR there are no outstanding questions, no exceptions noted, no findings in the ISA audit relating to Webadmin Administration.
- Completed the installation of Tectia & ESM packages on all production firewall devices in region with no disruption to services. The two Unix packages are mandatory to remediate vulnerabilities identified by CATE. Tectia is the replacement for SSH and will provide encrypted tunnelling to endpoints for secure management while ESM provides several new/updated security packages to further lockdown these devices.

Client Computing Services

- The Remote Desktop Support team will work in conjunction with existing support team in Manchester from 23rd July, with RDS taking on full support from the 27th. One analyst is already handling tickets from the Manchester queue.
- John Mc Dermott from the Belfast Remote Desktop team has been appointed as the single point of contact for CITOS Outlook issues. This is to rectify the issue where all engineers were asking their buddies in Belfast the same questions. The single point of contact will also highlight any areas of concern and focus training.
- Several Remote Desktop Support Service Quality issues have been highlighted to CITOS:
 - Lack of prompt communication of service impacting issues
 - Lack of visibility of using training
 - Lack of breakdown of available engineers for support
 - No visibility of shift patterns or location availability, leading to delays in tickets being picked up.
- DSI Highlights:
 - Currently discussions are ongoing with HP to agree statement of work for EMEA migrations
 - A 4 day global migration kick off meeting was held with HP this week to outline and map out the migration processes. These meetings will also allow regions to build master migrations plans for 2008/9
 - It was agreed with LSM to combine efforts in deployment of applications. As part of the DSI deployment all application usage reports will be provided by the DSI project and submitted to the LSM team. The LSM team will then conduct licence validation exercises and work with the businesses to close any gaps identified
 - Draft documentation of the OVCM training courses is available and content was distributed to the regional ops team last week.

Distributed Operations Infrastructure

- RDOI has taken on the support and the maintenance of 2 Citigroup Investment Research (CIR) Wintel Servers from the Front Office Sales & Trading Team within CMB. This is the first stage in the project to integrate File, Print and SOE Applications support for CIR into the existing set of businesses supported by UK Corporate Wintel SA with no further increase in headcount.

Shared Services

- Planning for the RDC annual CoB test on September 15th has commenced. The application inventory has been built and the initial recovery coordinators planning meeting will be held this week.
- In Meerbusch a planning meeting will be held with the Greece business and the CTI streams for a CoB re-test of the failed Oscar UWS. Two tentative dates have been set in September, it is not possible to schedule this sooner due to conflicting UAT environment requirements.
- Testing of 3 CGC based filer volumes was successfully performed on July 14th as part of the program of filer testing throughout the year. Failover testing of 3 further volumes is being planned.
- CITOS charges for North Africa service provision were flagged earlier this year as not proving cost effective against equivalent local service provision costs. These charges have now been successfully re-negotiated and the North Africa team are now initiating the migration of the two remaining countries into the CITOS service model.

Telecom Operations

- The first Checkpoint Secure PLATform (SPLAT) rollout in the UK was successfully carried out over the weekend of 14th & 15th July, replacing the market data firewalls located in Riverdale datacentre. All services were migrated successfully and no disruption to services has been experienced. The second part of this rollout is scheduled for 28th & 29th July.
- The Verisign team in EMEA, contracted in to remediate firewall rules in response to an audit finding, are now in a position to begin removal of those rules identified & confirmed as being unused. Changes for this work will begin next week and continue until 2008.
- EISS Support spent the weekend in Zurich working on phase II of the Swiss Secure Domain project. Switzerland have a regulatory requirement to protect Swiss data from unauthorised access from non-Swiss nationals. This phase of the project saw the installation of firewalls on the WAN links between Citi Europe & Switzerland. The firewall are in place and the rulebase is now being created to further tighten security.
- Following concerns on the number of Telecom related EMS outages, raised by EMEA business heads, RSS has scheduled a regional review of problem management processes used by each country, in managing 3rd party Telecom outages, and ensuring the 3rd party vendors take ownership at time of outage. A meeting has therefore been scheduled next week between CBS Procurement, Distributed Operations, Vendor Mgmt, and all parties who have such an interaction with these vendors, to create and adopt a standard Governance model for managing vendors across the EMEA region.

- The issues surrounding certification of the EDGE firewall appliance are ongoing; focus needs to be given to this activity and certification provided prior to the Global Perimeter Audit scheduled to begin in Q4. Unless full certification & training has been gained, EISS Operations run the risk of a BI finding.

Prior Week Updates

- The first Checkpoint Secure PLATform (SPLAT) rollout in the UK was successfully carried out over the weekend of 14th & 15th July, replacing the market data firewalls located in Riverdale datacentre. All services were migrated successfully and no disruption to services has been experienced.

Prior Week Significant Meetings

- A 4-day DSI global migration kick off meeting was held with HP this week to outline and map out the migration processes. These meetings will also allow regions to build master migrations plans for 2008/9.

Week In Review Updates

- Storage, ISA and SAS70 audits.

Week Ahead Significant Meetings

- ARR meetings related to EMEA CTI Storage Audit.

Weekly Management Report 27/7/07

Audits / Controls / Compliance

- One of the Regional Voice BIs following the 2006 Regional Voice Audit, relating to gaps in adherence to IS policy within local processes, was closed this week by ARR.
- The teams are heavily involved in the ongoing EMEA Storage and SAS70 audits, including attending frequent meetings and providing ongoing deliverables.
- The new revised RCSA template for Client Computing has been included for Q3 2007. A meeting was held with all Distributed Operations embedded controls staff which resulted in some useful feedback. The new template was well received and the overall view is that it was a step in the right direction. A further meeting on updating the Distributed Ops RCSA narrative is being scheduled. In September a workshop has been organised for ROSS units to ensure the functional RCSA templates are consistent and there is no duplication.

Client Computing Services

- Jeff Saldanha, Mariusz Kozielski and Iain Wallace had a meeting with Mike Forster, CIO of GCG, to discuss the DSI rollout plan for Consumer. The meeting was very productive with Mike suggesting we hold a regional workshop for GCG country representatives to attend and understand the implications of the DSI rollout.
- During a scheduled test of Remote Access by CMBTech users, many of them reported a problem where Webmail icons were not displaying on the screen. Following investigations in the last two weeks, we narrowed the problem to an incorrect URL on the Remote Access portal. The Wintel Infrastructure team have now corrected this and our initial testing has shown Webmail to be working correctly. We have now made the users aware and are awaiting their feedback.
- The Client Computing Services team are discussing the implications of installing half of the new Remote Access Terminal Servers into Germany, considering that majority of the Exchange email servers are in London. We want to ensure that there will not be any significant performance issues by doing this.
- A new Blackberry Support helpline has been set up. However, this has not been cascaded to the business yet as we need to set up a group voice mailbox for any unanswered calls. Discussions are underway with the Voice team for a suitable solution.
- Around 1300 Blackberry devices are being reported on the O2 system as not in use and we are working with O2 to stop the service for these devices. We shall start with 200 device cancellations per day and gauge the error rate before deciding whether to increase or decrease the number devices cancelled on a daily basis. We shall ensure that the O2 Citigroup helpdesk is aware of the exercise and able to reactivate devices on a short notice.
- Following discussions with the CITOS Remote Desktop Support team leader on the quality of service provided by the team in Chennai, the team leader is now visiting Chennai to provide training to the team.

Distributed Operations Infrastructure

- Deployed and configured the Operations Standard Toolset utility to Hungary Wintel SA, allowing them to benefit from the automation and efficiencies that OST provides for operational tasks, as well as providing the disk space report needs that were recently removed from the removal of the local installed quoter solution that was not approved and therefore had to be removed.
- We have taken on 3 additional servers that support Equity Research from the Sales & Trading team, following the recent CMB / CIBTech reorganisation.
- Tom Lavery completed a Back to the Floor exercise with the EMEA CTI Webadmin Administration team in Belfast.
- Mike Wheelwright has successfully gained his CISSP (Certified Information Security Systems Professional) accreditation.
- Issue over payment of COLT Invoice relating to Germany circuits that should be paid by Germany. We have informed the vendor that we cannot pay due to VAT Legislation. COLT have refused to re-Invoice this country for these charges and want London to pay for these charges. This issue has now been escalated to Procurement/Vendor Mgmt and RTO Mgmt for a resolution.

Shared Services

- Turkey have notified us of a number of concerns / issues they have with specific services provided by CITOS resources since last year. A regular service review meeting has been instigated to review and address the identified issues. The first call will take place next week.
- EMEA LSM team met with Jeff Slifer to ensure sufficient global project resource is made available for the region to meet its commitment to close out current audit issues. Positive outcome as Jeff has agreed to include us in current on-going activity previously restricted to NA groups.
- 6 CITMP reviews completed by CITOS team.
- CITOS team 100% up the curve and handling complete QA reviews.
- Work on the Regional Vendor Management function's Governance Model has started, this includes input from the SMEs and CBS.
- Active involvement and participation in the Global Record Management L3 document. The document is 1st draft ready and should be released to global participants mid August. We'll then produce an EMEA appendix with the regional differences. The appendix will become part of the global L3 document.
- SAM project has turned red. This is due to the GTAM project being delayed.

Telecom Operations

- CEP approval now obtained to proceed with the GTT Contract Renewal of 26 key WAN circuits. This provides cost savings of \$432,085 per annum.

- Work ongoing to reduce maintenance costs through rationalisation of SLA levels at core regional hub sites, from Premium maintenance levels down to standard levels. This typically will mean reducing from a 24x7 service to a Next Business Day service. As this is based upon purchasing on-site spares and utilising on-site CTI Distributed Operations (DO) support, the associated operational risks have been raised so that DO can assess risk versus reward, and get business risk acceptance. Further work is also required on DO hours of on-site cover and the spare part cost that needs to be offset against any potential maintenance save.
- Savings realised with C&W of \$40M per annum on local PSTN and \$36M per annum on PSTN for US and India; 2007 impact of this cost reduction is \$38M.

Prior Week Updates

- One of the Regional Voice BIs following the 2006 Regional Voice Audit was closed ahead of the target date.

Prior Week Significant Meetings

- Jeff Saldanha, Mariusz Kozielski and Iain Wallace had a meeting with Mike Forster, the CIO of GCG, to discuss the DSI rollout plan for Consumer. The meeting was very productive with Mike suggesting we hold a regional workshop for GCG country representatives to attend and understand the implications of the DSI rollout.

Week In Review Updates

- EMEA CTI Storage Audit.

Week Ahead Significant Meetings

- Address shortage of available DDI (direct dial in) numbers in the dealer ranges by engaging with UK Operations and the Client Manager for Equities and Fixed Income.

Weekly Management Report 3/8/07

Audits / Controls / Compliance

- The deliverables exercise for the EMEA Storage audit has been completed with 142 deliverables in total requested by ARR, resulting in 8764 files returned to ARR.
- Following the concerns raised by members of Distributed Operations, the ROSS Controls team discussed the implications of functional RCSA templates within ROSS. As a result, an additional ROSS workshop will be required, the date for this is 3rd - 5th September.
- A review of PC Local Admin rights functionality and process has commenced. The intention is to standardise the request and approval process via the use of VR.
- EMEA Wintel Infrastructure has begun the annual review of all functional accounts in the EMEA Active Directory, EUR, which is an Information Security requirement.
- ROSS completed the deliverables for CIRAS Inherent Risk for Application and Infrastructure on time.
- All August MARS issues were submitted within deadline.

Client Computing Services

- Manchester and Sunderland tickets are now routed via EMEA TI Desktop Queue Management with application and desktop issues being routed to UK Remote Desktop Support as planned. Follow up conference calls are taking place this week to discuss progress. Local Site Support managers and deputies have been invited to the RDS / Local Site Support weekly conference call.
- It has been agreed that the Terminal Servers for the Corporate Remote Access Portal expansion will be installed in London, split between RDC and CGC2.
- The CVS process for patching desktops for vulnerability is being updated. The RDS team is concentrating on the top 100 offending machines at present. A technical forum on CVS issues has been provided to 3 CITOS engineers. We are planning to provide regular open forum tech support training sessions throughout this week.
- We are continuing to train the CITOS team on the process to be followed for remote connection to users' desktops for vulnerability remediation purposes. The focus is on ensuring full contact is made with the user before beginning the work.
- Disabling of Blackberries not in use is in progress as a cost save initiative. Also an initial investigation has started to identify any unbilled Blackberries and the reasons they are not charged back to the customers, if our current information is correct and all costs will be billed it could increase our recoveries by \$1.3MM per annum.
- Belfast White Star House was evacuated this week due to a gas leak outside the building. The desktop tickets queues were routed to Barcelona RDS and the outage took approximately 2 hours to resolve. Queues were transferred back to Belfast by the end of day and there have been no adverse reports or escalations. A COB review will be done to understand and incorporate lessons learnt.

Distributed Operations Infrastructure

- We have continued working to install OVCM components that will form the initial EMEA OVCM Infrastructure, 11 of 14 OVCM servers have been fully completed.

Shared Services

- Our primary CITOS contact, Gurunath Patil, will be visiting the UK during the week commencing 20th August to meet with all key stakeholders in CITOS activities, discuss progress on new CITOS initiatives, and conduct in person reviews with function team managers to evaluate the quality of services being provided.
- Regular monthly service calls are currently being initiated with all country groups utilising CITOS services. The first of these reviews, with Turkey, took place this week and was received very positively. A number of service issues have been identified and these are now being addressed, and through the monthly reviews will be tracked through to resolution.
- The CBS Sourcing VT/VR responsibilities have been successfully migrated to the SAM team.

Telecom Operations

- The initial 12 month term for the Verizon Kuwait Satellite service expired July 10th. We have agreed a 15% reduction which includes an enhanced SLA. Total saving is \$75,600 per annum.
- Arif Rehman successfully gained his Certified Information Security Services Professional (CISSP) accreditation.
- An outstanding COLT invoice for over \$1MM relating to Germany Global Backbone Circuits is causing friction with the Vendor. The service was paid for from a Fincon WIP account for the 1st year after CEP, as the correct cost code was never identified subsequently the invoices have been unpaid for more than 6 months. Further meeting are being held to identify the correct owner and expedite payment.
- Issues with channels hanging on the IVR in Egypt. Issue is being tracked via EMS 40534

Prior Week Updates

- Security Administration BI EMEA1152BI has been closed by ARR.

Prior Week Significant Meetings

- A second meeting with CBS took place to further the development for the Vendor Management end to end process which is due to cover the EMEA region.

Week In Review Updates

- The closing meeting with ARR for the EMEA CTI Storage Audit is due to take place.

Week Ahead Significant Meetings

- FICC Infrastructure Meetings Aug 6th - Aug 8th.

Weekly Management Report 10/8/07

Audits / Controls / Compliance

- 5 findings raised in total for the EMEA CTI Storage Audit. The management responses have been provided and ARR are now holding their disposition meeting to review the responses.

Client Computing Services

- We have been requested to participate in a Global Fast Track project sponsored by Rich Delia to implement the 'PointSec' security product onto laptops. The current scope appears to be new laptops only, however the scope and definition are being firmed up the global teams. Jasser El Mohor will represent EMEA Regional Client Computing Services in this initiative.
- Remote Access Portal Expansion: initial order for 18 terminal servers placed. Delivery and installation will be done in two batches over the next 2 to 3 weeks.
- Creation of the Remote Desktop Support team is underway using the staff that currently provide Poland Desktop Support. This team will support other countries in due course with the GCG business in Moscow planned as a pilot for Q4 2007.
- Two staff from the Belfast Regional Desktop Support team attended the virtual training pilot for the OVCM product that will be used with DSI. They will in turn schedule training for the remaining staff onto web based training over the coming weeks.
- The Edinburgh business have requested a delay in the transition of desktop support from Edinburgh to the Regional RDS team in Belfast due to concerns that several changes like VSR, SOE and Remote Support are being implemented at the same time.

Distributed Operations Infrastructure

- We have taken on the support of 14 Citrix Servers that provide the Hexaware Application. This has taken place with no incremental increase or transfer of headcount.
- EMEA Webadmin Administration has handed over support for the now CMB aligned Back and Middle Office businesses to CMBIS along with 2 headcount, as part of the alignment of CMB support business to CMBIS.
- Completed the integration of the now CGC based EGG users into CTI systems. The users moved into CGC w/c 30th July with no issues.
- EMEA Webadmin Administration has taken on the support for the UK CitiCards and UK CitiFinancial business, as part of the strategy to regionalise the Webadmin Administration support for all EMEA CTI support businesses.
- Assisted Poland data centre team in commissioning new tape drives to backup servers via Decru Dataforts in preparation for the Basel II project.
- Assisted Russia data centre Site Management during their recent aircon failure in the data centre on Monday night that affected the locally installed NAS Filers.
- Built and configured 11 new Wintel servers for UAT and new ESM builds. ESM is the chosen solution of Critical File Monitoring.
- Completed the rollout of BMC Patrol V7.3 to all EMEA Wintel Infrastructure servers in advance of the deadline. BMC Patrol is the new standard for server monitoring.
- Successfully deployed a new remote access client to the EMEA Hoblink Remote Access servers and the Portal pages have also been updated. This is to allow remote access users to download the latest VPN software, which is also MS Vista compatible.

Shared Services

- There were no Severity 1 outages last week and CTI continues to lead its target indicator for Sev1 outages by a good margin (38% v 15%).
- Critical outages caused by change remains on target for a 50% year on year reduction.
- Presentation was given on the global CITMP Change Management rewrite to representatives of CMB technology teams and gathered feedback on the latest proposals.
- The handover to CITOS of the 120 day change checking process has been completed. This process verifies that CoB testing for major changes has been performed within the time limit in Policy.
- A monthly update and strategy meeting was held with the CITOS Team.
- The denial of access testing within the Riverdale Data Centre annual test will initiate the seat displacement process in CGC. Preparation for this will be coordinated jointly by BCS and CMB Business Continuity Management.
- BRP training for TI will now be web based as classroom based training has not proved to be cost effective.
- BCS Planning met with various teams to discuss entity alignment. So far the Command Centre and Delivery teams have committed to the alignment initiative and are working with their teams to achieve it. An email has been sent to the EMEA countries to advise that they either need to merge back into the country plan or they will be merged into the CIRAS entity cluster.
- Full definition table has been designed for Impact, Risk and Category as part of the design of the global CITMP for Change Management. These are being validated by the global team prior to inclusion in the master document.

Telecom Operations

- Regional Firewall Ops teams have been engaged to discuss the proposal of CTAC (Citi Threat Assessment Centre) being the centralised team for receiving firewall alerts and performing level 1 investigations. This is already in place for North America and has been working well for over a year. This phase will see definition of operating models, roles & responsibilities with phase two seeing the migration of the monitoring back-end for regional firewalls to CTAC in Mexico & Hungary.
- The handover of Unix SA functions to CITOS moved a step closer this week with the arrival of two CITOS SA's in London. The SA's will be here for a period of 1 month and will undergo an intensive training schedule with Unix Infra (Andrew Lock) and

EISS (Craig Earl) teams. Upon completion, the individuals will then return to India and begin training their respective teams in preparation for the handover.

- In response to the high number of false-positive monitoring alerts being received by Command centre, and the subsequent raising of tickets, a new focus group has been formed to identify & propose remedial work to reduce these. The teams involved at this stage are EISS, Command Centre, GNCC and Executive Monitoring Services.
- Internet browsing firewalls have reached point where they must be replaced if Internet access for the region is to continue unhindered in the event of a data centre failure. A CEP has been raised for procuring replacement appliances and will be in next weeks CEP approval meeting for review.

Prior Week Updates

- Saves achieved so far in 2007 across Voice and Networks in EMEA to the end of July have now reached \$6,369,503 P+L. through vendor contract negotiations.

Prior Week Significant Meetings

- Mike Mclean, Alfonso Lorente, Karl Liparoti, Harold Groothedde, Henry Dannemann and Ondrej Pavelka met for 3 days to define an EMEA action plan for voice product and service centralisation and major cost save opportunities to meet the 2007/8 Strategic Expense Initiative.

Week In Review Updates

- Discussions will begin with businesses on the new Network Chargeback methodology being implemented globally. This changes the disparate models to a consistent 'port based' charging methodology improving financial transparency.

Week Ahead Significant Meetings

- EMEA CTI Storage Audit Closing Meeting with ARR.

Weekly Management Report 17/8/07

Audits / Controls / Compliance

- The EMEA Storage Audit has a provisional rating of SATISFACTORY / FULLY EFFECTIVE.

Client Computing Services

- Following a successful pilot, the CMB Business have requested us to roll out SSH (Secure Shell connection) for Blackberries. The SSH solution provides terminal access to a wide range of systems. This is now being requested as a 'CATE Ask' to develop a more scalable solution.
- The Remote Desktop Support team leaders continue to have daily calls with their CITOS counterparts in order to bring the service provided by CITOS to the same level as provided by Belfast and Barcelona.
- We are examining the feasibility of centralising VTM operations for the region. This would give us better control over the number of outstanding POVs (points of vulnerability) at any time and reduce the overhead on local SAs.
- Interviews are in progress to hire Russian speaking engineers into the regional Remote Desktop Support team being created in Warsaw. In addition to Poland, this team will provide desktop support to Russia to start with.
- The Global Operations Manager for Remote Access made us aware of a new strategic solution being proposed for third party developers in low cost locations to access resources on the Citi network. This solution will support a number of businesses and initially be set up in ASPAC. A call was held during the week regarding this and any future requirement on EMEA. As it stands there is high probability an EMEA fast path request will come in during 07 Q4 to implement the vendor access and operational support model being trialled. Just a heads up at this stage and we will monitor weekly until position on dates / funding becomes clear.

Distributed Operations Infrastructure

- We have successfully upgraded the Operating Systems on the NAS Filers in Madrid, Moscow and Prague to the latest Citi certified versions.
- Implemented a manual performance monitoring tool to monitor the hardware performance on all EMEA Active Directory (EUR) Domain Controllers, as requested by Microsoft for their trouble shooting of Exchange mail delivery issues.
- We assisted the Poland Datacenter team in commissioning new tape drives to backup servers via Decru Dataforts in preparation for the Basel II project.
- EMEA Wintel Infrastructure worked with all of the other regional Wintel Infrastructure teams contributing to the Global Active Directory Forest Functional Level upgrade from Windows 2000 to full Windows 2003, which is now completed. This is the culmination of over 18 months of work, by 6 different regions, and countless countries. This will provide significant performance and traffic savings across all systems using the Active Directory forest.

Shared Services

- Globally, CITOS engagement requests have now exceeded the target of 200 positions requested for placement in CITOS during 2007. 128 of these requested positions are for the EMEA region, 91 of which are fully approved and moving into BAU service, the remaining 37 positions are new requests which are in the process of pre approval reviews.
- Our primary CITOS contact, Gurunath Patil, will be visiting the UK next week to meet with all key stakeholders in CITOS activities, discuss progress on new CITOS initiatives, and conduct in person reviews with function team managers to evaluate the quality of services being provided.
- Working Group met this week to progress the regional governance model for Vendor Management function. This is joined initiative between CBS, CTI Vendor Management and CTI SMEs.
- So far 47 EMEA CoB Trac BIAs have been reviewed as part of the Independent Peer Reviews. No significant issues have been highlighted to-date.

Telecom Operations

- Meeting with Alfonso Lorente's directs to take them through the details of the Regional Voice Strategy. The discussion was very open and detailed and gave Alfonso's directs the opportunities to raise any questions or concerns. The outcome was very positive and no one had any problems with the direction in which we are going Regionally and Globally.
- Meeting with Andy Jardine and Phil Edwards to go through the Regional Voice Strategy and how it relates to UK Voice. We also covered the support process for the various Regional projects that will be requiring support from a combination of Phil's team and RTO as we look to build up our Regional Service Centers.
- The voice inventory was amended to include the remediation status of individual entries. This was a request of ARR.
- A complaint was received from BT Service Manager regarding a total of 7 invoices that have not yet been paid. Total outstanding approx £30k. Some of these Invoices have been outstanding since November 2006. Investigation is underway.

Prior Week Updates

- EMEA Storage Audit has a provisional rating of SATISFACTORY / FULLY EFFECTIVE.

Prior Week Significant Meetings

- Meeting with Carol Petheram, Head of CMBIS re Records Management initiative and Storage concerns.

Week In Review Updates

- Official closure of the EMEA CTI Storage Audit and confirmation of rating.

Week Ahead Significant Meetings

- Global CobTrack entity re-alignment meeting

Weekly Management Report 24/8/07

Audits / Controls / Compliance

- Started the collection of deliverables for the Remote Access Audit fieldwork.
- The Q3 Business Monitoring (BM) plan for Desktops is currently being reviewed with ARR. The latest Desktop RAP has been completed and specific countries, which will take part in the Regional Q3 BM, have been identified and this has been communicated to ARR. List of BM requirements will be submitted to RCCS by the end of this week.
- Collecting and reviewing Q3 BM deliverables for BCS.
- Q3 RCSA for ROSS completed on time.

Client Computing Services

- The first DSI Pilot/Vista deployments in Belfast have been rolled out to the Remote Desktop Support team in order to familiarise them with the new system and to begin testing.
- The Nortel VPN switches will start to deny anyone using a version older than 6.0. At present 76% of users in EMEA are using a version older than 6.0. 30th September is the cut off date. Chris Smith from North America Remote Access Engineering is the main contact for this exercise.
- We are working to standardise Local Admin policy in EMEA. The aim is to define a single process to ensure ease of entitlement review and reporting.
- Also working on a global end to end process within VR for the Wireless Mobile products.
- The work on implementing the Global Virtual Request standard for the top 5 services from the CTI Services Catalogue has started. The deployment plans for the BlackBerry Services and Voice Basic Telephony have been prepared and communicated to the countries. The VR BlackBerry deployment has been completed for the first set of countries.
- Jasser El Mohor who leads the Regional Desktop Third Level Support sent out a strategy memo to all CTI EMEA country heads with the objective of gathering the names of the people we will be talking to and working with in the countries. The current desktop workgroup contains several people with limited interest in desktops initiatives, and in the communications sent out, plus with limited attendance to desktop forums. In light of the many desktop projects pending, this approach will help maximise the efficiency of the services we will provide to the customers by targeting the appropriate audience, i.e. empowered and knowledgeable SAs. It will translate into enhanced support, quality information for support staff and suitable progress for desktop projects for the region.
- An automation effort has been initiated to provide the Middleware team with regular reporting on instances of systems running Connect:Direct and MQ series.

Distributed Operations Infrastructure

- Completed the data migration of 80GB of office automation data to new locations to provide additional storage space for customers.
- Installed MS Office 2003 on seven CitiFinancial devices.

Shared Services

- CITOS held a quarterly update with Jagdish Rao and his directs this week and provided very positive feedback about the progress with CTI initiatives and achievement of their 200 target for new headcount. Focus for next year will be on further leveraging those functions that CITOS are skilled in as a part of our centres of excellence program globally.
- Gurunath Patil, relationship manager from CITOS, has been visiting the UK this week and has met with a number of CTI representatives who have migrated functions to CITOS in recent months, this included e.g. the Remote Desktop Support team in Belfast. Feedback from these groups has been positive overall, though with further training and experience building still to complete in some areas. A regular monthly program of quality reviews is being initiated for the main functions supported within CITOS and CTI representatives have been asked to identify a set of metrics that will support our quality review process and enable monthly reviews of service / performance.
- Nick Powell met with GTS customer Sharukh Cooper to discuss Change and Problem Management.
- Participating in the testing and review of the new Virtual Change release which is currently scheduled for October.
- CoB entity re-alignment project is in progress, but we may not be able to meet the deadline of 31/8.
- Started daily report of all Medium/High and EMER changes for the Senior Mgt team. This report is used for discussion at the daily CMB business call.

Telecom Operations

- Regional Financial Stakeholders met this week to establish key principals for cost management under the new regional structures. This is being written up and will be formally presented via Alfonso Lorente's cluster heads call, and within Engineering in the near future. The model puts in-country costs into the local country's cost pools, and Regional WAN costs in the RTO cost pool. One of the main drivers/benefits of this, is the removal of additional tax burden.
- COLT stated that the bulk traffic service to countries as originally proposed could not be sustained because they were running at a significant loss. We agreed to extend the trial and remove mobile traffic to 4 of the 12 countries and review the viability of this service in 4 weeks. This trial is at no cost to Citi and is carrying live traffic.
- As part of COLT's intention to move the Citi relationship forward, they have decided to deploy additional resource within the UK should to maximise the business benefits for both companies. Eric Adandedjan has joined the Citi/COLT team as the UK Regional Account manager.
- Issue with the IVR in Egypt has been identified. There is a bug in the Avaya IR application and Avaya Tier 4 is currently working to develop a patch. ETA of the patch is to be delivered by 22 August.

Prior Week Updates

- The first DSI Pilot/Vista deployments in Belfast have been rolled out to the Remote Desktop Support team in order to familiarise them with the new system and to begin testing.

Prior Week Significant Meetings

- Gurunath Patil, relationship manager from CITOS, has been visiting the UK this week and has met with a number of CTI representatives who have migrated functions to CITOS in recent months.

Week In Review Updates

- Hardware replacement of firewall eufwcgcp01 in response high CPU utilisation due to increased activity on the markets.

Week Ahead Significant Meetings

- Global Desktop Video session in New York. Discussions will be around global strategy (Cisco, Avaya, Avistar) and how it inter-related with Global and EMEA Operations

Weekly Management Report 31/8/07

Audits / Controls / Compliance

- Meetings took place between the EMEA Server Based Computing Infrastructure team and ARR related to the EMEA CTI Remote Access audit.
- Q3 Business Monitoring for Desktops is currently being reviewed with ARR. Specific countries, which will take part in the Regional Q3 BM have been identified and agreed with ARR. The list of BM requirements, dates and objectives have been circulated to the Distributed Operations teams. ARR BM fieldwork will commence on 24th September.
- Following concerns from Distributed Operations, the ROSS Embedded Controls team discussed the workload implications of functional RCSA templates on Distributed Ops. As a result, it was agreed that in order to ensure consistency and provide an effective and efficient means of controlling risks via RCSA, an additional ROSS workshop will be required. Dates for this workshop have now been set for 3rd-5th September.
- Official result for the EMEA CTI Storage Audit is due.

Client Computing Services

- We are participating in a global initiative to provide better support on Remote Access for travelling customers. The concept of a single number and direct dial to support people as opposed to raising a VT ticket is being considered.
- The migration from FTP repositories to Super Agent repositories was announced to the region and this will result in FTP services to be decommissioned as soon as Super Agent repositories are up and running, and help fix the compliance issue caused by FTP servers in the region.
- The production of the anti-virus data for the WIRE Report (Wintel Indicator Report) is now 90% automated, and is therefore saving about 1 hour per week of data manipulation.
- Local Admin Rights on PCs – The intention is to standardise the request and approval process via the use of VR. Policy statements have been completed and are currently under review. The VR Workflow has been created in UAT and is also under review. Standardisation of the current level 3 document is in progress and the region-wide scan results are expected within the next 2 weeks.
- An announcement of the services provided by the Third Level Support team has been sent out to the Desktop community and the CTI country heads. It explains the objectives of the group, how it is organised and how customers in the desktop area will benefit from the new service.
- Four staff from the EMEA Desktop Third Level Support team, who provide dedicated services to UK are moving to under UK Operations management in September.
- The Belfast Remote Desktop Support team is suffering from short-term leavers. We are looking at additional support from other sources like Warsaw and CITOS.
- Monthly reports for systems running Connect:Direct and MQ series have been automated by the EMEA Desktop Third Level Support teams and the middleware teams and Web Hosting teams now receive this automatically.

Distributed Operations Infrastructure

- A meeting took place with Hitachi Data Systems (HDS) at their Briefing centre as part of the initiative for EMEA CTI to start using HDS technology for Storage, as NA and APAC have already done.
- Robert Donoghue was offered and accepted the position of EMEA CTI Wintel SA Production Support Manager. Rob will manage the regional centres (Belfast and CITOS), who will manage all EMEA CTI Dist Ops Wintel Servers, centralising and regionalising this support function.
- EMEA Storage confirmed new pricing structure with Fincon for 2008 chargeback.
- EMEA NAS Infrastructure are working with Germany on NAS Storage expansion for growth and Cold project with quotes going to procurement this week.

Shared Services

- Nick Powell and Bill Fletcher met with CMB business, (Mark Sugden & Carol Petheram) to discuss attendance by TI of specific CMB CAB reviews.
- Started daily report of all TI changes for Chris Welland to review in support of the additional approval for GTS changes.
- New mail highlighting Significant Business and Technology Infrastructure Changes Scheduled for EMEA this Weekend now being sent to Jagdish Rao, Marv Adams and Kevin Kessinger plus EMEA TI Senior Management.
- BCS Management met Cluster Head and Country Head Management presented to the Entity Alignment initiative on the 28th of August.
- Sarah Norrington is participating in the testing and review of the new Virtual Change release which has been pushed back to for December.
- Initial meeting held with Adam Karczmarczyk from Poland change control team on development of the plan to combine the Belfast and Warsaw Change Control teams.
- Provided CoB Trac Business Recovery Plan (BRP) module training on the 21st of August to EMEA BRCs. Feedback received was very positive and further sessions are being held in coming weeks. A training guidance document has been created by BCS along with the FAQ document. Both documents are distributed after each training session, to all attendees in order to assist them in completing their BRP in CoB Trac.

Telecom Operations

- Ian Cramb requested RTO to provide a profile for all CGC countries in EMEA. This has been completed and provided to Iain Wallace.

- BT have provided a new outbound international tariff plan for Germany which would reduce costs by \$ 70k per annum, this constitutes a 29% saving over the current plan
- IVR Deployment for Russia: The design and the CEP have been completed and approved. An order placement is in progress.
- Orbit II regional roll-out - RTO had an initial Kick-off Meeting with Country Heads in Netherlands, Poland and Citi Fin in Manchester. The objectives of the meeting were to identify who will be working to import all Voice inventories in the system, set up a demo of the application to these countries, identify the scope of the inventories for these countries and then provide timescales and a project plan.
- Hiren Patel (RTO EISS) will begin his guest audit secondment for the CMB Database audit beginning next week.
- EISS Sys Admin (Morse contractors) will be leaving Citi on the 31st August 2007. All EISS SA activity will be performed by CITOS from this point on.

Prior Week Updates

- Hardware replacement of firewall eufwcgcp01 in response high CPU utilisation due to increased activity on the markets. This was an emergency change and was successful.
- It is becoming increasingly likely that EMEA will not meet deadlines of outstanding CAP items from the Global Resource Management MARS GENG0414BI, specifically performance & capacity management as the tools supplied by engineering are not currently working properly. Dialogue has begun with applied engineering teams for further investigation. ePO contingency device needs urgent rebuild from Wintel teams as we currently run a single point of failure for our regional AV solution.

Prior Week Significant Meetings

- A meeting took place with Hitachi Data Systems (HDS) at their Briefing centre as part of the initiative for EMEA CTI to start using HDS technology for Storage, as NA and APAC have already done.

Week In Review Updates

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Week Ahead Significant Meetings

- Closing meeting for the EMEA CTI Storage Audit due to take place.

Weekly Management Report 7/9/07

Audits / Controls / Compliance

- The Opening letter for the 2007 Regional CoB Audit has been received. The opening meeting will be scheduled for October 15th, at the beginning of fieldwork.
- The review of approximately 70 Antivirus deviations on systems based in Germany and Ireland has been initiated by the EMEA Desktop TLS team together with Global Host Security Engineering.
- F5 are a company who provide traffic management products for provision of automated failover. In last year's Webhosting Audit, EMEA Information Security Services (EISS) were given a finding regarding change reconciliation for all changes affecting F5 devices. In response to this, EISS have tested & fully rolled out Change reconciliation scripts to the F5 estate in EMEA. These scripts monitor critical system files for changes and report to the central team for reconciliation purposes. Evidence has been collated & sent to ARR for review.
- A 3 day ROSS Controls workshop took place this week. It was regarding RCSA Centralisation for the ROSS region.
- Official result for the EMEA CTI Storage Audit due.

Client Computing Services

- The Global Virtual Request standard for Blackberry has been deployed successfully to 24 countries in EMEA. The overall progress in terms of number of workflows converted is 71%.
- Deployment of the Global Virtual Request Standard is a prerequisite to the successful migration of request management of the top 5 CTI services to the new user interface - Citi Marketplace. EMEA SMT is fully committed to the Global Virtual Request Standard deployment in EMEA by the 1st of November and the subsequent migration to Citi Marketplace. All CTI country heads have been made aware.
- Training and testing is in progress in preparation for the Belfast and Warsaw DSI pilot implementations. All operational streams are on schedule to deliver the first run of DSI pilot this month. The OVCM infrastructure that will drive the application and desktop environment was successfully tested and handed over for production readiness. Efforts are now underway to build the application groups and users for the pilots. There is a huge dependency on having a number of applications packaged for DSI and delivered to production, this is still in progress and can impact our progress if applications are not delivered in time. We also have a percentage of applications that require alternative work around as they do not have Vista support at present. Additional Training documentation and e-learning courses for IT support staff was released this week and all pilot groups are expected to plan their training requirements. A 5-day classroom training course for OVCM infrastructure is being held this week in London to train the OVCM operations team.
- The Belfast Remote Desktop Support team will take over support for Ireland and Nordics on 17th September. Remote Desktop Support for Romania will be split between Warsaw and Belfast in order to properly utilize resources in Belfast. Remote Desktop Support for Germany handover to the Barcelona team is in progress.
- VTM centralisation is being considered by the Regional Client Computing Services team and the following is being discussed: Choice of technology, tools and processes and problem management model.

Distributed Operations Infrastructure

- UK Corporate Wintel SA currently has a staff member from London in CITOS to train the new Wintel SA staff hired in CITOS, who will form part of the regional Wintel SA team. This is part of the MOW initiative
- EMEA NAS Infrastructure has completed the configuration of a NAS (Network Attached Storage) Qtree snapmirror setup for the CIBTech team that support the Investment Banking businesses to facilitate data migration testing. The results could save a significant amount of time and effort for the Technology staff when having to perform data migrations.
- UK Corporate Wintel SA has taken on a Graduate from the 2007 Graduate Intake. The Graduate, Peter Young was introduced to London-based staff and toured through the CGC data centre.

Shared Services

- Details of the Distributed CoB tests are being entered into Archer. This includes those already completed as well as those scheduled. CoB Testing Metrics from Archer are now reported to CTI Senior Management
- New mail highlighting Significant Business and Technology Infrastructure Changes Scheduled for EMEA this Weekend now being sent to Jagdish Rao, Marv Adams and Kevin Kessinger plus EMEA TI Senior Management.
- BCS are now actively engaged in the GDCS EU11 Workload Migration project. We have supplied draft documentation for management of Production workload 'flips' from CGC Data Centre to Riverdale Data Centre. This is under review by the CMB team. Initial moves are scheduled for 22nd September.
- Implemented the use of the AFFECTED BUSINESS CODES field for TI changes. This will enable accurate reporting for changes and the business that the change impacts.
- Initial steps have been taken to work with Product managers to remediate large numbers of issues across the global products. The summary "idea" has been sent to the Global Product manager and will be progressed over coming weeks.

Telecom Operations

- Basic telephony - London Deployment. The Basic Telephony - Catalog aligned product is now in Virtual Request and is ready to be deployed to London Users. The product adheres to the Global Standard approved by George Carzis (Global Product Manager)
- CITOS are now the responsible party for ongoing maintenance & management of the Solaris O/S component on Checkpoint firewalls. This has enabled the release of three MORSE SA contractors used for management of EISS-owned Solaris firewalls.
- Performance & capacity management MARS GENG0414BI is at risk of non-completion due to technical difficulties with the solution. Engineering are working to resolve these issues, however EISS will need to rollout the legacy ICE client once again to

fulfil these requirements until the solution is ready for production. A controlled MARS will be raised & associated CAP plan as the ICE client has vulnerabilities.

Prior Week Updates

- Deployment of the Global Virtual Request Standard is a prerequisite to the successful migration of request management of the top 5 CTI services to the new user interface - Citi Marketplace. EMEA SMT is fully committed to the Global Virtual Request Standard deployment in EMEA by the 1st of November and the subsequent migration to Citi Marketplace. All CTI country heads have been made aware.

Prior Week Significant Meetings

- The Regional Client Computing Services team is running a one-day workshop for Consumer Technology Managers. The aim of this workshop is to give them an overview of DSI, let them consider timeframes and implementation plans for countries and their responsibilities with respect to application testing and upgrades.

Week In Review Updates

- Global Video Conferencing workshop in New York. Agreement was reached as to how we can use the Service Centres in EMEA to provide additional centralised support (tier 1/2) for desktop and room based video conferencing globally.

Week Ahead Significant Meetings

- Closing meeting for the EMEA CTI Storage Audit due to take place.

Weekly Management Report 14/9/07

Regional Operations & Shared Services - Weekly update

Audits / Controls / Compliance

- Official result for the EMEA CTI Storage Audit due.
- WebHosting Deliverables due for EMEA Regional WebHosting Audit
- EMEA Wintel Infrastructure has been involved in the Global release of TEARS v3.1 that went into production, bringing much needed new features. TEARS is the global product for collecting Information Security events for the Wintel platform, allowing them to be justified and independently reviewed.
- Background work required for the deployment of Pointsec (laptop encryption software) is in progress. Web-based training aimed at 2nd level support staff will commence shortly. The first phase will be from now to Feb 2008 and Pointsec will be deployed to all newly distributed laptops. Password resets will be handled by the NAM helpdesk and technical support provided by country desktop support team. In phase 2, which will be from March onwards, Pointsec will be deployed to people of certain seniority and people doing certain functions. Password resets will be handled by Citipass.
- Patching: Work is ongoing for DST patching for Blackberries and Nortel 6 upgrade for Remote Access clients. Progress is good both area exceeding 85%.

Client Computing Services

- The pilot deployment of the Virtual Request Global Standard to London and Bulgaria was completed successfully. Rollout is progressing for the other countries. The Global Virtual Request standard workflows for Desktop Hardware has been prepared and is under review by HLF and CSS teams.
- DSI Pilot rollout: This week HP are on site at our London, Belfast and Warsaw sites. Desktops for Belfast have been received and Laptops are expected for Friday the 14th. Warsaw delivery will arrive on the 14th September.
- The VTM, Desktop and Anti-Virus knowledge Base tool has been moved into production and a regional announcement will be circulated on 16th September.
- Anti-Virus ePolicy Orchestrator Centralization: The CTI EMEA VTM team are working on centralising the ePO servers. CIBIS is about to provide the details required to start the centralisation of all their servers. GCOT has 3000 desktops are interested in this service offering from CTI and further discussions are in progress.
- VTM Patch Remediation: A communication has been sent to all VTM coordinators providing a list of VTM packages that needs to be deployed to address all vulnerabilities expiring in 2007, before the year-end. The packages provided will remediate 95% of the vulnerabilities in all support groups and will help the region start 2008 with minimum overdue.
- Patching: Work is ongoing for DST patching for Blackberries and Nortel 6 upgrade for Remote Access clients. Progress is good both area exceeding 85%.

Distributed Operations Infrastructure

- EMEA CTI Webadmin Administration has taken on the Webadmin Administration function for Dublin, Channel Islands, Netherlands and the Nordics (3,500 end users) from the local staff. There were 3 local FTE performing this function, with now just 2 FTE being used, a reduction of 1 FTE.
- UK Corporate Wintel SA has installed another additional OVCM Proxy Server in London, which is part of the project to deploy HP OVCM Infrastructure to support the global DSI Project.
- UK Corporate Wintel SA has completed training in Mumbai for the new Wintel Server Production support team that has been created in CITOS. This is part of the regionalisation and centralisation of this function within EMEA CTI, which will improve service and control, whilst reducing costs and assisting with the MOW initiative.
- UK Corporate Wintel SA has completed a data migration for ECX divestiture, providing 80GB of data to Euroconnex.
- EMEA Wintel Infrastructure has attended a Microsoft Operations Systems Management product overview. This is part of the Active Directory Working groups initiative to move to a consistent platform for Operations management. Funding has been secured from Microsoft for a Proof Of Concept setup of MOM 2007 in EMEA. This will include AD, SQL clustering (For CMB) and HP hardware monitoring.

Shared Services

- No submissions this week

Telecom Operations

- Voice Remediation/Optimisation: Czech Republic & Hungary: The budget was approved by the Management team to implement the project in 2007. We are taking the opportunity to build the two countries into a Core system in London and install two local gateways local. The costs associated with the core Avaya components related to these projects, all of which will be delivered at a lower cost than planned. The proposed approach for these projects is to leverage regional cores based on the functional PBX concept. Services would be divided between enterprise and call centre to make most efficient use of the resources.
- 5 firewalls were decommissioned this week in Moscow after several months of planning and many services (including Citi's ATM estate in Moscow) were successfully migrated to new consolidated firewall environment with no disruption whatsoever.
- Data/Voice - Annual Circuit Renewals. The process for Circuit Contract renewals with C&W, COLT, IPC Gains, Verizon and Singtel has been kicked-off for circuits that would be due for renewal around 1st January 2008.

Prior Week Updates

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Prior Week Significant Meetings

- Closing meeting due for the EMEA CTI Storage Audit due, along with ongoing meetings with ARR for the Global Remote Access audit.

Week In Review Updates

- DSI rollout pilot starts for Belfast and Warsaw.

Week Ahead Significant Meetings

- EISS are scheduled to meet EGG Head of Security, Valerie Reynolds, to discuss taking on the operational management of EGGs perimeter firewalls. Management has historically been outsourced. The proposed support model will see a cost saving of 160,000GBP per annum.
- Meeting with Net App for their yearly Global Citi Account Planning session.

Weekly Management Report 21/9/07

Regional Operations & Shared Services - Weekly update

Audits / Controls / Compliance

- ROSS completed COB test effectively
- Local Admin Rights on PCs: The regional process document has been circulated for review by the working party. The CTI BISO's have been invited to participate in the standardisation of this policy across EMEA, for both CTI and the supported businesses.
- A process control manual has now been created to in support of the required responsibilities and processes for the CTI EMEA Right Placement Programme in 2007 and going forward. Currently undergoing a business monitoring review, this document is intended to cover our internal processes and due diligence requirements for both CITOS engagements and internal functional moves to nominated regional service centres

Client Computing Services

- It has been agreed that the CTI EMEA Anti-Virus support team will take over anti-virus support for 1400 CMBIS desktops.
- We are in the process of implementing a Remote Access support desk for EMEA. The driver behind this is often people are unable to raise a trouble ticket when faced with a Remote Access problem, especially when they are travelling
- The transfer of staff from EMEA Third Level Support to UK Operations is now complete. These staff were doing work specific to the UK and therefore it made sense for them to report into UK Operations.
- Citi Marketplace team revealed the functional specification of Citi Marketplace integration with the Global Virtual Request Standard. Virtual Request rules will not be integrated in Citi Marketplace and this will impact all regions. The exact extent of the impact is being assessed by the Citi Marketplace team.

Distributed Operations Infrastructure

- UK Corporate Wintel SA has recovered 75GB of data on supported NetApp filer partitions from un-owned home drives of employees who have left the firm. This ensures that disk space is released back to the business.

Shared Services

- Asset Management - initiated global project for voice asset management using AssetCenter, consolidated Licensed Software Management (LSM) and HP AssetCenter rollout plans for EMEA, presented Asset Management plans to Service Delivery and Support meeting.
- Submitted the 2 EMEA nominations for the business recovery coordinator Quarterly spotlight. The successful nominees will be published on the Global BCS website. This is a great way to promote the work that the business recovery coordinator do.
- The fourth large scale business recovery plan workshop was held on the 12th of September. More than 80% of EMEA business recovery coordinator community has completed this workshop. These training workshops were attended by other regions and received a great response from (global) CATE team.
- Last weeks review of the CTI EMEA 2007 MOW programme has confirmed that we are currently on target to meet our end of year financial savings through the ongoing completion of identified right placement activities. Delay in completion of currently scheduled activities however does still have the potential to impact this end of year figure, so close review of activity progress remains a priority.
- Work on the global roles and responsibilities for the Vendor Management is progressing. This is a joint venture between the CBS and CTI. In EMEA the Vendor Management procedure is already implemented and the region follows the global procedure with added EMEA appendix.

Telecom Operations

- Previously there were many late payments to vendors and these were escalated to senior management, due to breakdown in internal processes for invoice payment. As a result of this, a meeting is scheduled between Accounts Payable, Procurement, Fincon and RTO to review current internal processes of all invoices in P2P and establish a common effective process

Prior Week Updates

- Preparations are in progress to start the DSI pilot rollout in Belfast and Warsaw. The vendor HP is on site doing the preliminary work required.

Prior Week Significant Meetings

- Global meeting to work on the roles and responsibilities for Vendor Management function.

Week In Review Updates

- DSI Pilot rollout starts this weekend in Belfast and Warsaw.

Week Ahead Significant Meetings

- Global Perimeter Security audit 2007 opening meeting on Thursday 20th September with Jack Hi II (lead auditor).

Weekly Management Report 28/9/2007

Regional Operations & Shared Services - Weekly update

Audits / Controls / Compliance

- Global Perimeter Audit preliminary deliverables to be provided over the course of the next week.
- The preparation for the CoB audit is in progress with 65% of deliverables completed.
- All September MARS issues were closed before the deadline and there are no outstanding Trigger breaches.

Client Computing Services

- EMEA DSI Pilot Rollout: First wave of migrations for Belfast & Warsaw was completed successfully over the weekend. 41 users in Belfast and 81 in Warsaw successfully were migrated to the Vista desktop solution. The DSI team worked around the clock throughout the weekend to deploy all the new desktops for Monday morning.
- Belfast/Warsaw DSI Pilot: Preparation is ongoing for the 2nd and 3rd phases scheduled for the weekends of 29th Sep and 6th Oct respectively.
- We are moving forward with GCG on DSI application readiness. GCG Technology have appointed project managers to start collecting user and application data. A weekly call has been setup to start migration planning for 2008.
- DSI Rollout: Presentation servers for UK Thin Client infrastructure have been installed in the London Data Centres. This keeps us on track for the thin client environment to be ready by the end of 2007.
- The Remote Desktop Support team in Warsaw is now supporting Russia. Two Russian speaking engineers are getting trained on how Russia users should be supported.
- Blackberry request process improvement work going on. We have made good progress and are in the testing phase which should be completed this week. The changes will improve customer service as the process flow will lead to less errors and clearer statement of the request without the need to contact customers for further info before proceeding.
- Blackberry delivery escalations from users have gone down considerably after we started working with various parties explaining the delivery situation. We are now receiving more general enquiries and escalations are only coming from client managers direct to Vic Renna, which is a good thing.
- Global charging for Remote Access is developing as a strategy but there are a few regional options being examined for 2008. One of the options is to charge \$20 per user per month or charge a concurrent users charge of \$104 per business.
- Citi Marketplace: The Global Virtual Request standard workflows for Desktop Hardware is now complete. UK DO and HLF are testing the new workflows. We are expecting to be able to rollout to the countries next week if the issue with the file upload functionality in CITI Marketplace is resolved.
- The Global Virtual Request standard workflows for Messaging is being tested by the EMEA Messaging team. Expecting to be able to rollout to the countries next week if the issue with the file upload functionality in CITI Marketplace is resolved.
- Goodlink Wireless Devices: Last meeting it was decided that the pilot would come to an end and the service would be switched off end of October. This appears to be the best course of action for something that has been dragging around for a couple of years.
- Warsaw DSI pilot project risks:
 - Country Participation Agreement sign-off with HP for Poland targeted for Sep 17th has been missed. An interim agreement is being negotiated to engage HP in Pilot migration in Warsaw.
 - Lenovo laptop second delivery delayed by 1 week; laptop users rescheduled to third wave (6/7 Oct).
 - UAT completion target date scheduled for 26 Sep is at risk for the second wave due to technical issues with 7 applications; tactical solution (VirtualPC) may be required to meet the migration timeline (29 Sep).
 - 42 applications are not ready for migration

Distributed Operations Infrastructure

- Built and configured a 2nd EMEA Active Directory (EUR) Domain Controller for Switzerland. This will now mean that Switzerland have 2 EUR DCs, providing additional performance and resilience for EUR Authentication.
- Completed the deployment of SaFE v2.1 for Unix. SaFE is the internal front end interface to allow the Unix SA community to justify their events, which is an Information Security requirement.
- Successfully created all EMEA Active Directory (EUR) groups and assigned the appropriate policy for the DSI pilot in Warsaw and Belfast for 120 desktops to ensure they had all applications required. Staff managed this in addition to their usual BAU tasks. There has been a lot to learn for all streams involved from this pilot for the wider deployment of DSI. This achievement was recognized at senior management level.
- Moved 14 Wintel servers to OVCM/DSI Production Pilot status with O/S support now being provided by the team for these servers. Operational support cover and server monitoring was provided over the weekend in preparation for pilot commencement on 24/09/07.
- Built a new remote access terminal server farm. The farm consists of 2 Windows 2003 servers and is now servicing user connectivity.
- Completed a data migration for GCG Diners Club, moving all their Office Automation data, totalling 280 Gigabytes from 2 Wintel server to central NetApp NAS Filer Storage, alleviating disk space issues and enabling the retirement of the 2 Windows file servers, which has reduced support requirements.

Shared Services

- Progress on the planned Germany Datacentre right placement activities has been temporarily halted while some legal agreement issues are resolved. Meetings with the legal teams are scheduled for early next week to address the concerns.

- Held discussions with Egg regarding formal integration into Citi Change process. Clarified existing Regional policy requirements.
- Final review copy of Global Incident and Problem Management CITMP documents are under final review prior to publication on 1st October 2007. Rewrite of regional Incident management CITMP for EMEA is underway with a view to completing and achieving signoff of this document by Mid October.
- Post RDC test meeting and lessons learnt exercise have taken place. Also working on RDC Problem Report follow-up, completion of closing report and tidy up of any 'orphan' applications that were not tested.
- TI Waived application CBOL MIS was tested over the weekend. TI actions completed successfully, however user testing could not be completed due to access issue. Once the issue is corrected a re-test will be done as soon as possible.
- Over the weekend BCS facilitated the first Application Flip as part of the migration of Production from CGC Data Centre to Riverdale Data Centre. Although there were only two small pilot applications, the process worked successfully.
- Joanna Ray has a given presentation to the SMT on the Vendor Management Relationship. The follow up session is scheduled for November.
- Version of the KPI generators for EMEA has been completed for product by product analysis. This is under review for remote access and blackberry products.
- Marion Champion and Bill Fletcher will be travelling to CITOS between 4th - 10th October. The visit will be facilitating some key meetings with the CITOS CTI transition team, in addition to a number of planned interviews and a transition update review with the new CPC team transferred from Marion's previous role.

Telecom Operations

- Presentation of the Voice Centralization Initiative on the EMEA network optimization call. The aim was to present on a high level the plans around the strategy of further centralizing voice support in EMEA into the Regional Service Centres.
- Meeting with Justin Green, Client Manager for Equities/FI to discuss resolution of anomalies in CTI Inventory of monthly voice charges presented to the Business.
- Meeting with the online banking entity 'Egg' on Thursday to discuss taking on operational management of their perimeter firewalls. Craig Earl & Nicol Conacher are attending.
- It has been agreed that Network Security Engineering (Anthony Hines) in CATE has been tasked with progressing the certification of the firewall appliance 'VPN-1 EDGE' and to raise the appropriate Risk Acceptance in advance of the Perimeter audit starting in October, and further EDGE appliances being rolled into production in Cameroon.
- Raghu Nandakumara will be presenting Remote Access to CRS SMT this week at the request of Imthiyas Hussain.
- EMEA have 6 Checkpoint SecurePLATfom appliances in production, however these are yet to be accepted by EISS ops support due to several outstanding issues with the setup. These issues are currently with the vendor or CATE for resolution. As these also exist in ASPAC & NAM, EISS have requested a Global RA be created by Carl Froggett's team (Network Security Engineering) in advance of the audit to cover off this aspect. EISS have requested Jacek Stulka & Jarek Kwiecien to renew the RA for OFI and also to update the current CAP plan as both have expired (we were not told this) and these are urgently required prior to the audit.
- RTO is working to resolve a CAP regarding implementation of secure build on voice recording systems, extensively used in EMEA from a company called NICE. This CAP's deadline has already been extended once and the issue is not yet resolved due to a lack of secure build standard from CATE. CATE have communicated that they do not have the resources to provide this standard. As a result, RTO has proposed to provide the subject matter expertise and resources to build this secure standard to CATE and currently waiting for CATE's decision. In the interim, the CAP is approaching its deadline, which is next month and hence we are requesting ARR for further extension. Failure to obtain extension may lead to a Major Business Issue.

Prior Week Updates

- EMEA DSI Pilot Rollout: First wave of migrations for Belfast & Warsaw was completed successfully over the weekend. 41 users in Belfast and 81 in Warsaw successfully were migrated to the Vista desktop solution. The DSI team worked around the clock throughout the weekend to deploy all the new desktops for Monday morning.

Prior Week Significant Meetings

- Meeting with Justin Green, Client Manager for Equities/FI to discuss resolution of anomalies in CTI Inventory of monthly voice charges presented to the Business.
- Held discussions with Egg regarding formal integration into Citi Change process. Clarified existing Regional policy requirements.

Week In Review Updates

- Presentation of the Voice Centralization Initiative on the Global network optimization call. The aim is to present on a high level the plans around the strategy of further centralizing voice support in EMEA into the Regional Service Centres.

Week Ahead Significant Meetings

- Meeting with the online banking entity 'Egg' on Thursday to discuss taking on operational management of their perimeter firewalls. Craig Earl & Nicol Conacher are attending.

Weekly Management Report 5/10/2007

Client Computing Services

- DSI EMEA Program accomplishments:
 - Second migration wave for Belfast & Warsaw completed successfully. 50 PCs in Belfast and 130 in Warsaw were migrated to DSI Thick Client (Vista) desktop solution. Belfast pilot migration is now complete.
 - 13 Presentation servers for UK Thin Client infrastructure have been installed in London DC.
- DSI EMEA Program Status:
 - Number of PCs migrated to Vista Thick Client: Planned 301, Actual 301, Next week 95.
 - Operational readiness team working on finalizing BAU processes for DSI users including new starters.
- Warsaw Remote Desktop Support team has started supporting Romania from 24th September.
- Two communications related to Pointsec for Laptop encryption went out to country heads and desktop SA's this week, explaining the deployment strategy, training availability and technical details. Deployment is planned to start by 15th October.
- EMEA Desktop Third Level Support has been working on a regional solution for disabling USB based on existing SOE mechanism with the aim of setting a regional standard on how user access to USB will be managed.
- Chris O'Neil from EMEA Desktop Third Level Support team will be dedicated to the DSI project and will help build the skills and knowledge in the ETLS group so that the entire team is able to support DSI and OVCM in the near future.
- The Global Virtual Request standard workflows for Desktop Hardware has been approved by the Global Operations and Product Managers. Rollout to the countries is in progress and the Desktop Hardware Taxonomy is back on target for 1st of November deadline. The Global Virtual Request standard workflows for Messaging has been successfully tested, however the Operations and Product Managers for Messaging are reviewing their processes and questionnaire to make them globally consistent. Global VR Taxonomy for BlackBerry rolled out to 49 out of 51 countries in EMEA. No update on the plans for Global VR Remote Access Taxonomy templates with less than 4 weeks to go to 1st of November.
- No update from Citi Marketplace team on the tests and impact of Citi Marketplace integration with the Global Virtual Request Standard. Citi Marketplace team advised that the file upload functionality in Citi Marketplace will not be supported. This affects the questionnaires for Messaging across most of the regions and HLF. Citi Marketplace team confirmed that the file upload can be used in the resolvers questionnaires - this issue is therefore closed for HLF. The GPM, GOM and ROM for Messaging are reviewing their process and questionnaires - still can not start rollout of the Messaging products. The GPM for Voice requested changes to the Global Virtual Request Standard for Voice. GOM, GPM and ROM reviewing the questionnaires and workflows for Voice to address the impacts - still can not start rollout of the Voice products.

Distributed Operations Infrastructure

- ARR Business Monitoring (BM) of CTI EMEA Regional Wintel Systems for quarter 3 was completed between 28 August 2007 and 07 September 2007. There are no material exceptions that require management corrective action in the areas that were examined.
- EMEA Wintel Infrastructure built and configured UAT environment for Enterprise Security Manager (ESM) to cater for new ESM engine SU28 and the new security policy secu1061. This is to ensure that Wintel devices are maintained to the required security base line.
- EMEA Server 3rd Line are involved in the weekly global conference calls to discuss the standardisation of share names and access rights.

Shared Services

- Progress on the planned Germany Datacentre right placement activities has been temporarily halted while some legal agreement issues are resolved. Meetings with the legal teams are still ongoing to address the concerns, and identify what will be required to reach agreement.
- Attended meeting with CMB regarding attendance of individual Change control meetings. Discussions ongoing. Provided weekly change MIS for CMB via new intranet link. 12 week rolling cycle to be maintained.
- Paul Dobbs, developed a simplified process flow for Change Management for use during our global road show activities. This was adopted by the Global Change Management team.
- New global L3 for Change Management published and to be disseminated.
- New Level 2 standard for Problem Management and new Incident and Problem Management Level 3 Process standards published. Target for compliance is December 1st.
- A CoB test of CTI applications NIS+ and the German Business application Citi Dealer Direct will be performed on the weekend of 6th/7th October. This is part of the remediation of CTI applications waived from the Meerbusch Annual Data Centre test and will enable the closure of MARS 1650.
- WRDC Annual CoB Test preparation continues. Meetings have been held with all technology teams and the test scope has been under discussion. A meeting will be held this week to discuss the recovery of Flexcube in respect of its capacity issues. Denial of Access testing preparation also continues.

Telecom Operations

- Summary analysis of the pricing received from the vendors for the international data circuit RFP. If we recommit all 8 countries with BT we can obtain a saving of £224,617 (26%). Procurement think there is an opportunity to improve the BT prices further and plan to run an E-Auction for the following circuits: London to Romania. London to Germany. Poland to Germany. London to Lebanon. London to Morocco. London to Kenya. London to Jordan.

- Checkpoint Provider-1 (P1), the environment used to manage Checkpoint firewalls in EMEA, will undergo an upgrade to the latest certified version this weekend (R62). This is the first stage of a project to integrate all P1 environments globally, which will provide a centralised management platform for all Citi-owned Checkpoint firewalls.
- Brent Cowley has initiated a regional deployment of the new Host Intrusion Protection agent (HIPS) supplied by our Antivirus vendor McAfee. This pilot scheme will see the HIPS agent deployed to all servers in region over the coming months. The distribution is taking place in two forms dependant on location; Wintel SA teams responsible for servers located in London have the ability to download the agent themselves using the new decentralised ePO management feature, whilst any Wintel SA teams responsible for servers outside of London will co-ordinate their deployments via our centralised support model (headed by Jasser El Mohor) using regional change control. The pilot is to run for the next 12 months with the agents working in 'warning' mode to provide us with the information needed to produce a standard template. All SA teams have been notified of the plan.
- Auto Dialler Strategy: In EMEA, currently there are multiple dialler platforms installed. The end state is to have a single dialler infrastructure with full redundancy. This will involve significant changes to the application and infrastructure upgrades in London.
- EMEA Voice centralization was presented on the Global Network optimization call. It was agreed to take this further with the other Regions and to setup an ongoing call specifically focused on centralization and consolidation.
- EISS operations have concerns over the production and audit readiness of Checkpoints SecurePLATform (SPLAT firewall appliance) and Checkpoint VPN1-EDGE appliances. SPLAT requires some major code upgrades to be hurried through in advance of the Perimeter audit fieldwork, and still has some issues that need closed off. EDGE is not certified for use and currently has no MARS or RA to cover it, despite for being used in Romania as a pilot scheme for the last two years.

Prior Week Updates

- DSI EMEA Program accomplishments: Second migration wave for Belfast & Warsaw completed successfully. 50 PCs in Belfast and 130 in Warsaw were migrated to DSI Thick Client (Vista) desktop solution. Belfast pilot migration is now complete. 13 Presentation servers for UK Thin Client infrastructure have been installed in London DC.

Prior Week Significant Meetings

- RSS attended meeting with CMB regarding attendance of individual Change control meetings. Discussions ongoing,

Week In Review Updates

- RSS Management to visit India to attend CITOS Annual Day. Topics under discussion include Web Hosting staff issues, Cost Modelling, Escalation and Notification processes, Human Resources, Compliance, Incident & Crisis Management and Recruitment. Candidate interviews to be conducted for GTAM function.

Week Ahead Significant Meetings

- Meeting with Tandberg and with Global Video Conferencing team in London to discuss product offering from Tandberg as well as to work out the operations splits across GNCC, Regional Service Centres and local resources.

Weekly Management Report 12/10/2007

Client Computing Services

- DSI EMEA Status Report:
 - 23 more desktop computers in the Warsaw Command Centre were migrated to DSI last weekend. So far we have migrated 324 devices to Vista.
 - Core Thin Client infrastructure is now production ready for Horizontal Applications like Office 2007. Infrastructure for user specific applications is being built.
 - Business involvement in planning for the Consumer area is now complete. Country/Cluster Business Project Managers have been assigned in Consumer Technology to manage application testing activities.
 - The EMEA Application Readiness project has been initiated. This team will ensure applications are Vista-ready before user groups are migrated.
 - 2008 Master Migration Schedule for the countries has also been created.
 - User Application list: An initial approach tried out to get desktop applications verified by the users was to email them spreadsheets with names of applications deployed against their profile. They were then supposed to confirm the one they need and email it back. This approach proved to be very unpopular so we are now working on an online DSI Application profiling tool which will allow users to confirm their lists online.
- The Vista compatibility issue with Entrust being intensively worked on. With the assistance of Microsoft and Entrust, an Entrust patch has been developed. The CATE Engineering Lead expects to complete internal development this week. Provided there are no issues, an escalated packaging and testing process should produce a production ready Entrust package by the end of next week.
- The Global Virtual Request standard workflows for Desktop Hardware is now live in 11 countries.
- We have established a new process for the allocation of the Global Virtual Request standard which allows a CITOS resource to assist with the rollouts.
- We are working on deployment of standard Virtual Request workflows for requesting Local Admin Access across EMEA. The work is planned to be completed by the end of November, including communication and awareness. We intend to go live in early December.
- David Payne from the Client Computing Services team presented to the CMB Risk Management team our planned approach to managing Local Admin Privileges on PCs.
- Good progress is being made on the deployment of Attachmate version 8 following awareness emails to the countries.
- Secure USB: The Desktop SAs in the region have been made aware that Secure USB will be piloted. It is planned to commence mid November and will involve approximately 50 users.
- Will Heynes has accepted the role as Server Based Computing lead for DSI EMEA.
- ePO Centralization: CMBIS servers and workstations will migrate under the centralised Regional Antivirus Support model administered by the EMEA Desktop Third Level Support team over the coming week-end.
- Around 50% of all overdue Points of Vulnerabilities in the region are due to vulnerabilities in MS-Office are falsely reported. This reporting issue has been escalated to GVLM.
- VTM: 100,000 POVs are due to expire before year-end which means that over the next 8 weeks (before year-end change freeze) some urgent patching efforts will be required by the 5 big groups (UK, Poland, Germany, Italy, CMBIS, GCOT). This was communicated to them earlier this week.
- Laptop encryption with Pointsec: Further communication was shared with the SAs around the region with helpdesk and training material, plus guidelines on the deployment strategy.

Distributed Operations Infrastructure

- UK Corporate Wintel SA has completed a data migration for Global Compliance Office, moving all their Office Automation data, totalling 48 Gigabytes to central NetApp NAS Filer Storage, alleviating disk space issues.
- EMEA WebAdmin Administration has successfully created all EMEA Active Directory (EUR) groups and assigned the appropriate policy for the DSI pilot in Warsaw. This has completed the pilot roll out for the CTI staff located in Belfast and Warsaw. Staff managed this in addition to their usual BAU tasks. There has been a lot to learn for all streams involved from this pilot for the wider deployment of DSI. This achievement was recognized at senior management level.

Shared Services

- Bill Fletcher and Marion Champion have been in India to attend the CITOS Annual Day. Topics under discussion included Web Hosting staff issues, Cost Modelling, Escalation and Notification processes, Human Resources, Compliance, Incident & Crisis Management and Recruitment. Candidate interviews were conducted for the GTAM function.
- Installed global asset management data schema onto EMEA AssetCenter tool and initiated project to load Software Asset Management data into EMEA AssetCenter tool.
- Engaged CMB business in the new Change management risk and impact tool to secure their future buy in.
- Team leader position for Belfast Change analysts posted on the web.
- Two live CoB tests were performed over the weekend for CTI applications waived from the EDC test. NIS+ was successfully recovered. The test of the German business application Citi Dealer Direct was not successful, the issue is being investigated and a re-test will be scheduled ASAP.
- The CIPORA system CoB test is planned as part of the remediation of CTI waived applications from the Annual EDC CoB test. This system supports 10 backoffice applications for the German business. This CoB test will also be run as a live failover test.
- All applications that were not included in the RDC test due to no owner identified are being followed up to identify a DR Coordinator and arrange component testing. This is being referred to as the orphans list.

- All Business Recovery Plans in CoB Trac are required to be completed and approved by 31st October. 17% have been completed to date.

Telecom Operations

- Checkpoint, the company who provide our standard firewall software & appliances, have offered to send a representative from their Research & Development function to liaise with EISS operations. The aim is to gain an understanding of our work and surrounding processes. This project is being undertaken with a view to Checkpoint identifying which aspects of our work can be built into their future products. Citi is the ONLY financial institute to date to be offered this opportunity.
- 2008 Voice Remediation Plan: A high-level plan is formulated with the resource requirements from Service delivery. This will be used for our discussion with ARR.
- Preparation for the EMEA Cisco maintenance support renewal Request for Provisioning (RFP) has been kicked off. Consultation underway with Distributed Operations on their SLA requirements. The requirements will be consolidated by the Vendor Management team and provided to CBS UK for tender which is expected to be issued in January 2008.
- Notification to be sent out to CTI programme managers this week concerning changes to the firewall request process. EISS plan to engage the project office in a pilot scheme to test the new process. All requests will be raised directly by the requesting team (in this case the PM) into a new system called C3PAR (Citigroup 3rd Party Access Registry). The scheme will run for a period of weeks whilst feedback is solicited concerning the new process & associated C3PAR tool. The tool is to be rolled out globally, and will remove some of the onus on the firewall ops teams for firewall requests.
- MARS' have been raised and/or renewed, and associated RAs and CAPs in advance of the global Perimeter audit, to cover non-standard firewall installations (OFI Poland), non-certified products in use in region (Checkpoint VPN-1/EDGE in Romania), and the outstanding items preventing Checkpoint SecurePLATform (SPLAT) appliances being fully handed to production. MARS documentation for SPLAT has been distributed to ASIA Pacific firewall operations team for replication.
- Checkpoint Provider-1 (the centralised management system for Checkpoint firewall-1) was successfully upgraded last weekend. In addition to this being the first phase in centralised management of all Checkpoint Firewalls globally, the new version also allows us more granular management of endpoints (firewalls), and the ability to perform multiple policy pushes concurrently - substantially lowering the time taken to perform firewall changes each evening. Over the same weekend, 50% of our Checkpoint SecurePLATform estate was upgraded to the latest certified code release. This has resolved several outstanding issues relating to capacity & performance monitoring and brings us ever closer to remediating outstanding CAP items. Both changes were carried out with absolutely no disruption to services.
- Resignation received from Hiren Patel. Last working day 22nd October 2007. Headcount replacement request to be drafted & sent out this week.
- A backlog of outstanding invoice payments has been building up primarily as a result of process/staff changes in Accounts Payable (AP). A meeting is to be set up with AP, Procurement and RTO to review the process to ensure that invoices are paid on time, and regular Statement Of Account reviews are held with the vendor with issues escalated accordingly. This will ensure that outstanding invoice payments are quickly resolved without the need to resort to senior management intervention

Prior Week Updates

- DSI EMEA Status: 23 more desktop computers in the Warsaw Command Centre were migrated to DSI last weekend. So far we have migrated 324 devices to Vista. Core Thin Client infrastructure is now production ready for Horizontal Applications like Office 2007. Infrastructure for user specific applications is being built. Business involvement in planning for the Consumer area is now complete. Country/Cluster Business Project Managers have been assigned in Consumer Technology to manage application testing activities. The EMEA Application Readiness project has been initiated. This team will ensure applications are Vista-ready before user groups are migrated. The 2008 Master Migration Schedule for the countries has also been created.

Prior Week Significant Meetings

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Week In Review Updates

- The Vista compatibility issue with Entrust being intensively worked on. With the assistance of Microsoft and Entrust, an Entrust patch has been developed. The CATE Engineering Lead expects to complete internal development this week. Provided there are no issues, an escalated packaging and testing process should produce a production ready Entrust package by the end of next week.

Week Ahead Significant Meetings

- Checkpoint, the company who provide our standard firewall software & appliances, have offered to send a representative from their Research & Development function to liaise with EISS operations. The aim is to gain an understanding of our work and surrounding processes. This project is being undertaken with a view to Checkpoint identifying which aspects of our work can be built into their future products. Citi is the ONLY financial institute to date to be offered this opportunity.

Weekly Management Report 19/10/2007

Audits / Controls / Compliance

- ARR delivered the Q3 07 Business Monitoring Memo for Regional Desktop Support which indicated that there were no material exceptions.
- EMEA Storage and Backups has prepared the draft CAPs for the EMEA Storage BI that was raised during the recent audit.
- Regional Business Continuity audit opened 15th October.
- 2008 Voice Remediation Schedule: The high level plan with timelines and FTE requirements has been completed. This will be reviewed with the SMT prior to the meeting with ARR.

Client Computing Services

- EMEA Desktop 3rd Level Support is providing EGG with assistance and advice on standards for various desktop components - Anti-virus, Desktop Security and Laptop Encryption.
- DSI EMEA Rollout Update - Preparation for the Annual COB test in Warsaw is complete. The testers were able to use their DSI Vista desktops and laptops from COB locations successfully during the last weekend. Entrust Issue with Vista Convergence Build - Current target date for resolution is October 20. An issue has been identified whereby Vista Laptop users running Outlook 2007 cannot access email when using VPN remote access. This issue does not impact any Remote Desktop users. The fix is to upgrade the remote access firewalls and the Global Firewall Group is expecting this to be completed by the end of Q1 2008.
- An English Accent Training Course for CITOS Remote Desktop Support engineers will take place shortly.
- VR Standardisation for Citi Marketplace: The Global Virtual Request standard workflows for Desktop Hardware is now live in 21 countries and 25 more countries expected to go live next week. Blackberry rollout completed for all countries except Germany and Austria due to pending change in the approval methodology and Belfast and Edinburgh (scheduled for 22nd of October along with the Desktop Hardware rollout). Global VR Messaging Templates approved by EMEA Messaging team. Roll out commenced - already live in two countries. Expected to go live in all countries by end of next week.
- Discussions with the CTI BISOs and ARR, regarding the proposal for Local Admin Privileges identified a number of small refinements needed within the process. Updates to the process have been incorporated and a number of workflow diagrams are being added. Development of VR workflow for Local Admin Privileges is underway. Discussions with the VR owners have been productive and discussions with other support groups (CMB) have been arranged, in order to ensure standardisation across the support groups.
- Deployment of Laptop encryption with Pointsec in EMEA is temporarily on hold due to a couple of dependencies. One of them is distribution Safeword cards to SAs.
- EMEA Desktop 3rd Level Support have developed a script that can delete obsolete versions of Office showing up in VTM reports. This has been made available to 8 pilots countries in EMEA. If widely adopted, it could reduce the number of reported overdue POVs by 20,000. The EMEA region has remedied 1,887,000 POVs since the 1 January 2007. Over the last 7 days the region has patched 21,000 points; no new vulnerabilities were raised. The number of overdue is down by 3,000 at 57,000. The number of due in 60 days is also down by 9,000 at 84,000 and the green points due after 60 days dropped by 9,000 to 140,000.

Distributed Operations Infrastructure

- UK Corporate Wintel SA has deployed OST (Operations Standard Toolset) to Frankfurt, Italy and Madrid. This is a suite of tools that allow the Wintel SA teams to manage their server environment more effectively and is part of the initiative to rollout OST across EMEA CTI, so that all Wintel SA teams can benefit from the efficiencies and automation provided and it also progressed having all Wintel SA teams using a single set of consistent tools and processes.
- Tom Lavery attended the kick off meeting for a Global initiative to standardise the Storage offering across the globe. This will include standardising the Product Descriptions and offerings across the regions, standardising the Cost Components, based on the Value Orb, that make up our charges and standardising recovery methodologies.
- EMEA Wintel Infrastructure has attended a presentation on Quest in preparation for the Global discussion on the Active Directory Working group about implementing Quest. Quest is the global strategy for managing Group Policies within Active Directory.
- EMEA Server Based Computing Infrastructure has successfully upgraded 3 end of life business critical applications on the EISS suite of Remote Access Terminal Servers to the latest versions.

Shared Services

- CITOS have formally rebranded their company based in India with the new name Citi Technology Services (CTS). The rebranding is intended to be a strong communication to the marketplace and potential technology staff of the direct link between CTS and Citi, which is a widely recognised and respected throughout India as a major global financial services company.
- On 17th October Regional Shared Services management team held a full-day offsite meeting with the intention of road-mapping strategic direction for the group over the next 12-18 months. The meeting was very productive and a number of strategic points ended up in the actions assigned to RSS managers. First deliverables expected on 16th November. The summary from the offsite was distributed to all team members. Key objectives for this meeting were :
 - identify opportunities for expanding the overall scope of responsibility for RSS within CTI EMEA
 - promote RSS staff development at all levels by assigning additional responsibilities to individuals
 - strengthen oversight for all regional processes across the region
 - drive up efficiency and performance standards across the CTI operational groups implementing our processes
 - display and promote strong RSS leadership credentials to CTI Senior Management and their staff
 - provide the necessary framework within CTI to enable it to support Citi's strategic objectives going forward

- Warsaw Data Centre Annual CoB test commenced Saturday 13th Oct and is in progress. The bulk of Business & CTI testing completed satisfactory on 14th. There are currently no major issues reported.
- Application testing of outstanding issues continues with application CIPORA, which is in progress and encompasses 10 backoffice applications for the German business. Next scheduled tests are Citigroup Wealth Planner, Citibank Financial Planner and CARO applications on 21st October.
- An awareness session was arranged for the SMT and the PEM managers on the 15th October. These was arranged to familiarise the senior managers with the new Crisis Command Centre on the 5th Floor RDH and the preparation of the forthcoming Global Business Continuity Services walk-through exercise.
- Change Management - Global Road show Input meeting scheduled for the 18th October. This meeting is to discuss with the change community, the optimum way for the Global Roadshow (scheduled 3-7 December) to be communicated.
- After investigation, it was found an area of space in the basement, Riverdale House, was incorrectly charged to Regional Shared Services. The charges have been stopped and passed to CRS saving ROSS \$100k PA. We have also been given a 6 month refund of \$50k.

Telecom Operations

- The IVR (UNIX) support for Egypt is currently being supported by the Data Centre Operations in Frankfurt. The support is scheduled to move to CITOS Management effective 24th October 2007.
- A successful meeting held between RTO and CBS to address current high volumes of invoice payment issues. It was agreed that Citigroup Business Services would provide a dedicated resource to liaise between the vendors and CBS, and RTO and CBS. CBS, along with RTO will attend the monthly Vendor calls where Statements Of Accounts will be reviewed. This process should ensure all invoices are paid within 60 day contracted payment terms. A follow up meeting will be held to review policy for all invoices going through the PO process.
- Meeting with EGG (Derby) last week was very useful. Next steps are to determine strategy for ongoing ownership & management of EGG perimeter firewalls, change control, monitoring & alerting via Citi infrastructure.
- Issues with the CGC Voice gateways and capacity have impacted UK Call Center operations. EMS - 42721
- It has been highlighted that no support contract currently exists for Checkpoint VPN1 EDGE devices in EMEA. Carl Froggett (CATE) is currently progressing this directly with Checkpoint.
- Checkpoint firewall change reconciliation scripts are no longer working due to an erroneous package installed in all regions. Every aspect of every change every day is captured now by screenshots, which is causing a lot of overhead.
- Meetings with Business Systems on their ability to provide Voice recording support around the region assuming we are able to decide who we want as in country support providers as opposed to NICE dictating to us who we can use.

Prior Week Updates

- CITOS have formally rebranded their company based in India with the new name CITI Technology Services. (CTS). The rebranding is intended to be a strong communication to the marketplace and potential technology staff of the direct link between CTS and CITI, which is a widely recognised and respected throughout India as a major global financial services company.

Prior Week Significant Meetings

- Tom Lavery attended the kick off meeting for a Global initiative to standardise the Storage offering across the globe. This will include standardising the Product Descriptions and offerings across the regions, standardising the Cost Components, based on the Value Orb, that make up our charges and standardising recovery methodologies.

Week In Review Updates

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Week Ahead Significant Meetings

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Weekly Management Report 26/10/2007

Audits / Controls / Compliance

- Business Continuity audit is currently taking place. Fieldwork is due to be completed by Nov 9th. Closing meeting is planned for Dec 24th. So far no issues or findings identified. Second set of audit deliverables has been submitted to ARR team.
- Opening meeting for Global Perimeter Audit took place at which EISS presented their role & remit to ARR. ARR in turn introduced the audit team and informed us of their areas of interest. Fieldwork commences Monday 29th October and is expected to last for two weeks.
- The provision of evidence to facilitate the closure of GEN414BI (Global Perimeter) is underway. Proxy evidence has been drafted, reviewed by C&C and delivered to ARR in North America for validation. Provision of similar evidence pertaining to regional firewalls is underway.

Client Computing Services

- DSI EMEA Rollout Update: 324 workstations migrated to Vista Thick Client, 64 laptops scheduled for migration over the coming weekend.
- CTI London DSI Project Status:
 - CEP approved for equipment purchase for first 2 waves (200 workstations) targeted for early December
 - December wave profiles submitted for user sign-off
 - Currently building user verification application lists and communicating with users
 - Staging and UAT area preparation ongoing in CGC and Riverdale
- Virtual Request Standardisation for Citi Marketplace: The Global VR standard for Desktop Hardware is now live in 46 countries. Standard VR rollout for Blackberry and Messaging completed for all countries except Germany and Austria (out of scope). The VR standard for Voice Basic Telephony has been rolled out to 49 locations.
- With the current stock levels of Blackberry devices and the steady flow from Desktop Support and HLF to customers, escalations relating to requests for new devices have reduced to a reasonable level.
- GTAM related work is progressing well in the Blackberry area and it looks like Blackberry may be the first pilot.
- Goodlink pilot: Ian Cramb has received feedback from GCG users and we have suggested that we close the pilot starting 5th November.
- PointSec Laptop Encryption: The training session issues have now been resolved and around 140 users have been set up on the management tool WebRH. A problem with the PointSec profile delayed the deployment but it was resolved on Wednesday and now deployments can commence.
- VTM centralisation: The EMEA VTM team is working with CTS to establish a team of VTM support staff there. They have also prepared a list of issues that is faced on the VTM front. The most important concern is around MS-Office - there are an average of 7 VTM driven Office updates per year and each update is 700mb and requires extensive testing and a neat distribution methodology.
- VTM: UK Operations are planning rollout of Office 2003 which will bring down the number of overdue VTM Points of Vulnerability (PoV) by several thousand.
- The EMEA region has remedied 1,927,000 PoVs since the 1 January 2007 and there are 123,000 PoVs to close before year-end. Over the last 7 days the region has patched 41,000 points. 2 new vulnerabilities were raised bringing 61,000 new points. The number of overdue PoVs is down by 3,000 at 54,000. The number of due in 60 days is also down by 16,000 at 84,000. We expect the MS-Office cleanup tool that 3rd Level Desktop Support made available to the region last week to reduce the number of reported overdues by around 25,000.

Distributed Operations Infrastructure

- Tom Lavery attended Carol Petheram's (Head of EMEA CMBIS) Management meeting to provide an overview of his teams and their responsibilities, as well as covering the current key items and initiatives that are underway that will have a relevant to the CMB businesses.
- A customer review session is taking place next week with relevant EMEA CTI Operations and CATE Engineering staff and relevant representatives from Network Appliance including the Global Account Manager, who provides our NAS (Network Attached Storage).
- EMEA NAS Infrastructure has updated DNS settings and Time Server details on all EMEA Production Net App Filers, that provide the Office Automation Disk Storage, completing this task for all EMEA Filers a month ahead of schedule.
- EMEA Server Based Computing Infrastructure has built 27 Virtual workstations on VMware for the GCOT 3rd Party Access project.
- EMEA Wintel Infrastructure has deployed the DCDN1130 package across all EMEA Active Directory (EUR) Controllers, which is part of the VTM patching to ensure all servers are fully up to date with VTM patches.
- EMEA NAS Infrastructure has performed an Operating System (Data OnTap) upgrade on 18 of the EMEA NetApp Filers that provide the Office Automation Disk Storage, from version 7.0.4P9 to v7.1.2.1P1, which is the latest CATE certified version.
- EMEA Wintel SA has performed hardware disk capacity upgrades on 2 of the London OVCM Infrastructure servers that are supporting the DSI Pilot. The additional disk capacity ensures that the EMEA App staging environment has sufficient capacity to meet current and future planned needs as the DSI programme migrate additional countries to OVCM.
- EMEA Wintel Infrastructure has removed the EMEA Active Directory (EUR) Domain Admin rights from the EXCHSRVC account, which was used for the EMEA Messaging environment, finalising the migration from Exchange 5.5 to Exchange 2000.

Shared Services

- Following recent discussions with Alfonso Yi, one of our CTI counterparts in North America who is a key user of CTS resources to support his technology functions, it has been agreed that Alfonso will assist with co-ordination of the North America CTI engagements with CTS going forward, and will partner with us in ensuring CTI consistency in our approach with CTS.
- Change Management - Global Road show Input meeting held on the 18th October. This meeting is to discuss with the change community, the optimum way for the Global Roadshow (scheduled 3-7 December) to be communicated. Representatives from TI, CMB and GCG attended.
- Following the GTH Problem Management Review, the RSS Service Support team will be analysing all CTI bug-related Sev-1 outages globally for 2007. Findings and recommendations will be reported back to Jagdish Rao by 12th November.
- Regional Shared Services will be hosting its first Open Forum on 31st October. This forum is open to all RSS staff plus other CTI groups who would like to better understand the group's remit. This concludes a series of additional VOE-inspired initiatives for 2007.
- WRDC COB TEST 2007 completed successfully. Problem Log for the test is being collated. RTO review and confirmation gathering will be in progress during the coming week.
- All BRPs in CoBTrac require approval by the 31st of October.
- Preparations ongoing for the Global Crisis Management Scenario Exercise, scheduled for the 5th of November.

Telecom Operations

- Follow up meeting next week with COLT on their service provisioning as well as a follow up on the outage that impacted Barcelona in early September and where they are on their action items.
- Notification of the new firewall request process has been sent to the Client Management team and the project office for re-distribution. The new process begins on 1st November 2007 and means all firewalled connectivity must be entered into a new web tool for tracking purposes. The tool, C3PAR (Citi 3rd Party Registry), will be used by firewall ops and project co-ordinators alike for requesting firewall changes. The first phase will see this used in conjunction with Infoman, phase two however should hopefully see the retirement of the latter. The new process is expected to add lengthy delays to all firewall changes.
- Meeting scheduled next week on the centralization of Voice support with the cluster and country heads of Bahrain, UAE, Egypt and Pakistan. 2 FTE have started in Budapest as part of the Voice Centralization initiative. Another 2 are planned to start in Budapest in November and 3 are slated for Warsaw for November and December.

Prior Week Updates

- Business Continuity audit is taking place. Fieldwork is due to be completed by Nov 9th. Closing meeting is planned for Dec 24th. So far no issues or findings identified.

Prior Week Significant Meetings

- Tom Lavery attended Carol Petheram's (Head of EMEA CMBIS) Management meeting to provide an overview of his teams and their responsibilities, as well as covering the current key items and initiatives that are underway that will have a relevant to the CMB businesses.

Week In Review Updates

- Following the GTH Problem Management Review, the RSS Service Support team will be analysing all CTI bug-related Sev-1 outages globally for 2007. Findings and recommendations will be reported back to Jagdish Rao by 12th November.

Week Ahead Significant Meetings

- A customer review session is taking place next week with relevant EMEA CTI Operations and CATE Engineering staff and relevant representatives from Network Appliance including the Global Account Manager, who provides our NAS (Network Attached Storage).

Weekly Management Report 2/11/2007

Audits / Controls / Compliance

- A Satisfactory and Effective RCSA rating was published for the recent Global Remote Access Audit, which included units in EMEA.
- CoB Audit is into its third week. 3rd set of evidence has been delivered to ARR.
- Global Perimeter Audit fieldwork begins this week and is expected to last for a further two weeks.
- Business Monitoring in Warsaw of the Cisco IPT team starts next week.
- GEN414BI (Performance & Capacity management for firewalls) CAP closure is underway; EMEA has provided evidence to ARR today.

Client Computing Services

- Egg Standardization: Items being prioritised are the integration of Egg into the Citi Anti-virus infrastructure, the removal of Admin privileges from desktops and the disabling of USB storage devices.
- DSI EMEA Update
 - The number of workstations migrated to Vista Thick Client so far is 388 out of 396. The remaining 8 desktop users are awaiting application readiness for Vista and will be done as BAU in due course.
 - Following a number of meetings, the DSI team have now verbally agreed the Statement of Works commercials for the EMEA rollout with HP. We are now waiting for the final written updates for review and sign-off.
 - 64 laptops in Warsaw successfully migrated to Windows Vista last week.
 - Issue with Entrust was resolved and a new version was released and tested successfully at our pilot locations. The new software release has been deployed to Vista workstations over the weekend.
- Virtual Request Standardisation for Citi Marketplace
 - Following two months of intense activity, we have now completed the rollout of standard VR workflows for the top 5 products to all EMEA countries in preparation for Citi Marketplace. Exceptions are Germany, Austria and Russia, because of language and P2P usage issues.
 - CMB VOE team raised concerns about the lack of integration between VR and VSR. Christo Peytchev will join their forum to present the good work being done with Citi Marketplace and understand more details about their concerns.
 - The process for creating VR Bundles for Citi Marketplace has been explained by CATE team and the VR Global Admin group has been created. Next week we expect to understand further details of the Citi Marketplace end to end integration with VR.
- VTM
 - GIS looked at the performance of all regions from a VTM perspective and identified that the EMEA region consistently maintained a high performance in managing overdue and active vulnerabilities. Therefore we have been asked to share our best practices and provide assistance to other regions, starting with LATAM and NAM.
 - The EMEA region has remedied 1,946,000 POVs since the 1 January 2007 and there are 109,000 POVs to close before year-end. Over the last 7 days the region has patched 19,000 points; no new vulnerabilities were raised. The number of overdue is down by 4,000 at 50,000. The number of due in 60 days is also down by 9,000 at 59,000 and the green points due after 60 days are down by 5,000 at 174,000.
- Blackberry
 - We are once again temporarily out of stock as there has been a very high demand for the 8300 device. The number of escalations are going down, current levels are at about 1 or 2 per day compared to the previous months' 10 per day.
 - Turkey business are asking approval from regional procurement to agree to local BB and airtime purchase. We have arranged a call with Procurement to help facilitate the discussion. We might be able to get the used devices back, which could be useful to reduce backlogs in case of emergencies.
 - Blackberry use in Pakistan: The on-going Pakistan anti-terrorist restrictions on non-local SIMs using GPRS and other data services have led to Blackberries being unusable in Pakistan for sometime now. A local provider is being used to test local SIM and devices. We are hoping to enable a service by 15th November.
- The Global VPN infrastructure is being upgraded and although users have been reminded to upgrade their VPN client since the last two months, 630 laptop users are still on the old client. This has been escalated to the Distributed Operations country heads. Users with old versions of the client will not be able to use VPN after 8th November.

Distributed Operations Infrastructure

- A customer review session took place with relevant EMEA CTI Operations and CATE Engineering staff and relevant representatives from Network Appliance including the Global Account Manager, who provides our NAS (Network Attached Storage).
- Completed a disk upgrade on one of the Infrastructure servers supporting the DSI pilots, which is required to provide additional capacity for the forthcoming DSI migrations.
- Completed preliminary work to ensure that an FTP server is available for the UAT of Wyse thin client terminals for the DSI project from 05/11/07.

Shared Services

- CTI teams in Turkey, Czech Republic and Israel have expressed concerns that they will be subject to significant cost increases from CTS provided services in 2008 that have not been factored into their budget as 2008 charges have not yet been made available. Marion Champion is following up with CTS on obtaining the specific 2008 charging proposals for these countries and

for all CTI engagements as a priority, and will be working with all the CTS clients on the available options to manage these costs.

- Presented revised Asset Management plans to the CTI EMEA Service Delivery and Support meeting. \$150,000 has been taken off budgeted 4Q07 expenses by changing infrastructure design for HP AssetCenter
- Bill Fletcher organised an Open Forum session for all RSS staff. Mike McLean joined the session and provided an explanation on direct/matrix management. Many questions were being asked and people would like to have that type of meeting once a quarter.
- A successful re-test of Citi Dealer Direct CoB was performed in Meerbusch.
- UK-Citifinancials (Sunderland) and Spain successfully completed their scheduled annual CoB testing on 18th October and 26th of October respectively.
- Following his ITIL train the trainer trip to the US Paul Dobbs is now V3 Foundation certified.

Telecom Operations

- Voice Support Centralisation: The CTI initiative to consolidate core Voice Operations into the regions, with PBX System Administration and Security Management as one of the principal tasks is continuing. A project plan has been developed to migrate the support for Bahrain, Egypt, Kuwait & UAE. The process has been agreed with the Middle East Cluster Head (Hassan Arafeh) and the respective Country Heads.
- Voice Remediation (Czech Republic): The remediation work for the Head Quarters and the Contingency site (CoB) are due to go live on 5th & 11th November respectively. The two sites will be connecting to new core system built in London and will be supported by the Regional Service Centre in Budapest. This will now enable the business to deploy the new IVR & Auto dialler infrastructure.
- C3PAR process for all firewall changes has come into effect. Project Office & Client Managers have been notified & correspondence distributed to our clients & customers. This change in process is expected to significantly increase the turnaround for all firewall changes.

Prior Week Updates

- Virtual Request Standardisation for Citi Marketplace: Following two months of intense activity, we have now completed the rollout of standard VR workflows for the top 5 products to all EMEA countries in preparation for Citi Marketplace. Exceptions are Germany, Austria and Russia, because of language and P2P usage issues.

Prior Week Significant Meetings

- Following a number of meetings, the DSI team have now verbally agreed the Statement of Works commercials for the EMEA rollout with HP. We are now waiting for the final written updates for review and sign-off.

Week In Review Updates

- -

Week Ahead Significant Meetings

- -

Weekly Management Report 9/11/2007

Audits / Controls / Compliance

- A meeting has been scheduled with ARR for Friday 9th November to discuss the requirements of the Q4 Business Monitoring review for Desktops.
- Regional CoB Audit fieldwork is scheduled to finish on 9th November, the closing meeting is planned for Dec 4th. The Final Audit Report will be published before Christmas (Dec 24th).
- Business Monitoring took place in Poland for the RTO IPT and Log review teams with Keith Lee. No significant issues highlighted.
- The initial Perimeter audit fieldwork meeting took place on Monday of this week with Jason Viola representing ARR. During the meeting it was stated by Jason that the fieldwork would further be reduced from two and a half weeks to just four days.

Client Computing Services

- EMEA completed deployment of standard Virtual Request workflows for the top 5 products to all the countries barring 2 exceptions. It has been announced that 10th December will be the start of the Citi Marketplace pilot for CTI. Our Request Management team is working on the deployment of the VR products for the users in India providing support to Citi Financial branches in UK.
- The EMEA Desktop Third Level Support team has a weekly call with Egg to discuss Anti-Virus and desktop related security items. Egg want to prioritize the deployment of Anti-Virus products on their 400 servers however as their network is address translated into Citi's network, it may not be possible to use Citi's ePO infrastructure, the analysis of this continues.
- Discussions are on-going between EMEA Third Line Support, the DSI team and Engineering to discuss a revamp of Active Directory for DSI. The discussions are based on which model should be adopted - Business based as in use within Western Europe or Geography based as used within legacy CEEMEA. It is possible that a hybrid model will need to be developed.
- The EMEA VTM Support team held a number of meetings to work on the process for centralising VTM operations under DSI. We are aiming to present a draft VTM PCM to the DSI committee by the end of November.
- O2 confirmed they are out of Blackberry stock so we have another build up of device requests from users. We should have some non-SIM devices with HLF so it will be possible to service some users. Steve Wassell team are raising purchase orders via P2P directly for CMB users.
- Business test users for the Secure USB Pilot have been identified and their support teams are have been made aware of the requirements for testing. Client wraps and group creation is taking place this week.
- A report of the PointSec Laptop Encryption installations done should be available latest this week. The integration of PointSec and Citipass should be completed by the end of this month. PointSec version 6 which is Vista compatible has been released for production however this version is not yet supported by WebRH and still requires testing by EMEA 3rd Level Desktop Support prior to being released into the EMEA region. A decision needs to be made globally as to whether the deployment of v5 should continue.
- We are suffering from a temporary staff shortage in the Remote Access and Blackberry Support team because of a combination of issues including outages and leaves.
- Security Patching of half the servers in the Remote Access Terminal Server farm led to considerable number of tickets from users. Some users were able to use the NA farm, however other users such as Citifin were effectively off the air.
- The EMEA region has remedied 1,972,000 POVs since the 1 January 2007 and there are 98,000 POVs to close before year-end (109,000 last week). Over the last 7 days we have patched 26,000 points and 1 new vulnerability was raised, which caused the number of overdue to go up by 1,000 at 51,000. The number of due in 60 days is down by 15,000 at 46,000 and the green points due after 60 days are down by 14,000 at 159,000.

Distributed Operations Infrastructure

- The CEP to procure the first HDS (Hitachi Data Systems) installation for EMEA was presented to the Thursday CEP meeting and was approved. This is part of the SAN dual vendor strategy, so we procure SAN storage from HDS as well as the current sole vendor, EMC.
- EMEA NAS Infrastructure completed the failover of Net App NAS devices in Russia that provide Office Automation storage to the local businesses, to their COB counterparts and back again over the weekend, to allow COB testing to be completed by the local business.
- We have installed a new Wintel FTP server to provide configuration files to thin clients as part of the UAT phase for thin clients in EMEA for the DSI project.
- EMEA Wintel SA has engaged the EMEA BISO who is allocated to the SERA project and talked through the initiative and demonstrated SERA application. SERA is the new application developed by CATE that will be used for completing Entitlement Reporting for Wintel data shares.

Shared Services

- Completed October activities for the MOW initiative have confirmed that we are currently still on track to meet our target financial saves for full year 2007.
- A number of issues have been highlighted this week relating to degradation in performance/throughput from CTS Unix staff. This is currently being reviewed in order to understand issue specifics and what CTS are putting in place to rectify.
- All EMEA Business Recovery Plans were all submitted and approved for 2007 in CoB Trac.
- The Report for the WRDC CoB test 2007 has been completed and published to the CoB Sector heads for approval. This report contains the current Problem Management report and test detail including Inventory.

Telecom Operations

- Meeting with BT to progress the overcharging issues identified by third party consultant PCMG have resulted in some progress, with BT offering some remuneration in respect of excessive connection fees. Numbers are still to be agreed and more of the claim has yet to be reviewed in detail by BT.
- The 2008 Voice remediation & Secure Build implementation plans have been completed. A critical requirement workshop was held on 06/11 with Project Office, Engineering & Service Delivery to review and agree the roles and responsibilities. A meeting has been scheduled for 08/11 with Audit Risk Review (ARR) to review and agree the next steps.
- Review underway with Procurement to determine the root causes and remedial actions that need to be taken to prevent any reoccurrence of the Abovenet duct lease termination issues experienced last week.
- Frankfurt DC WAN and DWDM Services: The Engineering recommendations document (outlining the core elements to each preferred supplier's proposal) and a Procurement recommendations document (for supplier/carrier allocation) have been forwarded to key stakeholders for final approval.
- BTGS Managed Bandwidth Contract negotiation. - A list of international circuits that we are in a position to recommit for a further 12 months (and the circuits from BT's RFP response) has been forwarded by Lizzie Mhaghr (Procurement) to BT. We also need further clarification from BT regarding some of the options presented for the 'Prime' contract. Once these have been clarified we should also be able to confirm the voice services we plan to commit to BT. We are also prepared to consider the 5 year framework option with BT, if there are significant additional benefits for Citi.
- C&W will change the way they intend to manage their international finance accounts, which includes Citi. The present Account manager Stephen Hall will be leaving C&W with effect from Friday 2nd November. Andrew Diaper is the new Business Development Director for the International Banking and Finance sector at C&W and will be responsible for the day to day interface with Citi going forward.
- Further clarification on the new C3PAR (Citi 3rd Party Access Registry) process for firewall changes has been drafted and distributed. This correspondence will hopefully answer many of the questions being received by the EISS team and client managers.
- CTI Toolbar issue in Barcelona has been resolved by the replacement of the legacy Nortel switches. This has removed the packet loss issue and the connectivity is now running fine across all components. It has also been suggested to do routine reboots and power downs of the CMS.

Prior Week Updates

- EMEA completed deployment of standard Virtual Request workflows for the top 5 products to all the countries barring 2 exceptions. It has been announced that 10th December will be the start of the Citi Marketplace pilot for CTI.

Prior Week Significant Meetings

- Jeff Saldanha presented on the RCCS responsibilities and activities, and how they relate to CMB at Carol Petheram's management meeting.

Week In Review Updates

- Meeting with BT to progress the overcharging issues identified by third party consultant PCMG have resulted in some progress, with BT offering some remuneration in respect of excessive connection fees. Numbers are still to be agreed and more of the claim has yet to be reviewed in detail by BT.

Week Ahead Significant Meetings

- Meeting between Mike Mclean, Jeff Saldanha and Microsoft to discuss Vista rollout.

Weekly Management Report 16/11/2007

Audits / Controls / Compliance

- Friday 9th November was the final day in the Global Perimeter Audit 2007 fieldwork. Since, Audit Risk & Review have provided EISS with the documented list of exceptions concerning for EMEA only. EISS has responded to the exceptions. Two findings have now been presented by ARR.
- Field work for the CoB audit was completed on Monday. One finding with for subgroups was given. Management response was drafted and send to ARR.
- Business Monitoring related discussions have taken place with ARR. It is planned that Belgium, Russia, Gabon, Bulgaria, Israel and Denmark will be included in the Q4 BM review for Desktop.
- Voice MARS 1049BI covering obsolete hardware deployment regionally has been placed into validation by ARR following presentation of the 2008 remediation plan.

Client Computing Services

- We are running a pilot to allow the businesses to order Blackberries directly via P2P. Steve Wassell's team took delivery of the first set of 14 Blackberries ordered by CMB via P2P and process appears to be working. This improved process will reduce waiting time for the customer.
- We have implemented new VR workflows for the EMEA EMS team. UAT has been successfully completed, now awaiting instructions from the customers on where to rollout the new products. We have also completed the Guest Account VR product for the EMEA TI WebAdmin team; it has been UATed successfully and rolled out to UK and Nordics as per requirements. We have started the roll out of the New Hire Virtual Request templates in Belfast and Edinburgh as the Customers are keen to go ahead with this. The standardization of VR will continue based on the next set of CTI services to be made globally consistent. The Global Request Management Owner is working on determining which ones will be included in the next release of the Global VR standard.
- Citi Marketplace UAT system made available on 12th November. We are now awaiting the fulfilment templates from the GOMs in order to start uploading the bundles. We have communicated the overall plan for Citi Marketplace pilot and subsequent rollouts, to the countries at the bi-weekly calls.
- DSI EMEA Program Status:
 - 2008 staff planning in progress; resource CEP will be submitted for approvals by end of month;
 - DSI blueprint in preparation; to be completed by end of month;
 - EMEA Master Migration Schedule for 2008 is being revised;
 - Detailed migration wave plan is being revised for EMEA and will be completed by end of this week.
- EMEA Application DSI Readiness Project status:
 - Project charter has been approved, and streams engaged in weekly project meetings;
 - Project team is developing the master application list;
 - For CTI London migration, 120 applications have been received;
 - Quilter project – an initial list of 3rd party apps have been submitted to the discovery process.
- CTI UK Migration Project Status:
 - Finalizing user list for December migration;
 - Rationalized application list submitted for the discovery for February/March migrations;
 - HP site visit arranged for next week;
 - Disk storage requirements are being identified.
- EMEA Desktop Third Level Support Repository: This week the EMEA 3rd level desktop support team released the ETLS Web based repository which includes tools written to automate tasks performed by SAs around the region, communications about initiatives and projects as well as minutes of the weekly SA calls.
- Laptop Encryption with Pointsec: The process around the deployment of Pointsec v5 (Windows 2000) is now in BAU mode, and reports are being generated and distributed to the region each week. Pointsec v6 (XP and Vista) has been released for production. This version is not yet supported by WebRH for password reset but should be by the next week.
- SOE Security: A solution designed for controlling SOE security settings on desktops with Bundle technology was released this week. This solution allows for simple administration and reporting of user's configuration.
- Egg Integration: Testing of Citi's ePO infrastructure by Egg is currently underway.
- Anti-virus Centralisation: 1800 devices from UK operations were successfully migrated over the weekend and another change control is scheduled for the 18th November for the migration of another 6000 devices. The plan for CMBIS is to centralise all their servers and desktops and the overall migration is 92% complete. VTM centralisation on OVCM and SOE is under development. This week's work revolved around the lifecycle, change control and planning. Initial discussions held with engineering and CMB indicate positive feed-back on our proposal.
- VTM Update: The EMEA region has remedied 1,990,000 POVs since the 1 January 2007 and there are 89,000 POVs to close before year-end. Over the last 7 days we patched 17,000 points. The number of due in 60 days is down by 3,000 at 43,000 and the green points due after 60 days have gone up by 55,000 at 214,000 as 1 new vulnerability was raised. Major deployments:
 - GEM Lotus Domino Servers Vulnerability: 17 servers remediated out of 33.
 - ePO 3.6 agent deployment is at 95%.
 - 5200 scan engine deployment is at 93%.
 - HIPS deployment - UAT to begin by Nov 25th.

Distributed Operations Infrastructure

- EMEA NAS Infrastructure added new monitoring probes to all EMEA NAS Filers, in relation to decommissioning of nerve centre servers, which were previously used for monitoring.
- EMEA Wintel Infrastructure rolled out the Microsoft Outlook 2007 GPO patch to fix issues with Vista Desktops across EMEA.
- EMEA NAS Infrastructure has obtained CDA approval for the design to implement new NAS Storage in Poland to provide 08 growth space and address existing EOL NAS Filers.
- EMEA Storage and Backups has moved AIX p570 Server, SAN Switch, Decru Encryption Boxes and 3494 Library & media to new COLT Data Centre. No issues with the migration.
- EMEA Wintel Infrastructure has completed an upgrade to EMEA ESM to version SU28. This version fixes the bug in the previous version of ESM which caused old modifications to files to be "re-detected". ESM is the global solution for performing Critical File Monitoring, which is an Information Security requirement.
- EMEA Wintel SA has remediated AGT Scanfile Server for outstanding server hotfix packages identified as not correctly installed during the monthly VTM Convergence checks. This ensures that all supported servers are patched to the correct levels.
- EMEA Wintel Infrastructure has began testing of Microsoft System Centre 2007, ahead of planned implementation next year.

Shared Services

- Requirements review is currently underway for a number of CTS resource requirements to support Voice operations with log review and client reporting activities. Approval has also been attained this week to proceed with project management engagements in CTS, providing the candidate pricing does not exceed agreed limits. This is a new type of service provision for us from CTS and will be closely monitored by the project management office in EMEA over the coming months.
- Completed October activities for the MOW initiative have confirmed that we are still on track to meet our target financial saves for full year 2007.
- Attended various CMB meetings to discuss Change Mgt and stability before the year end. Provided listing of changes scheduled until Year end. Met with GTS to discuss Risk and Impact matrix and 3 day changes. Agreed pilot for GTS from Dec 1st for allowing medium risk changes as 3 days. Sent Change Control communication to all users regarding proper use of Risk and Impact.
- Work continues to close out the Zurich Data Centre annual data centre CoB test Problem Management Open Issues Report. CGML CoB tests Geneva and Zurich successfully completed. Bahrain is currently performing its scheduled Annual Contingency test, due to complete by this week-end.
- A process has been created to identify CTI Applications in CSI that have inadequate data, in particular missing Recovery Time Objective information, to address a global mandate from Global Business Continuity Services.

Telecom Operations

- With the introduction of C3PAR as an additional step in firewall change process, many business units are struggling to cope with this additional process step and has impacted some project work in terms of firewall change turnaround time. In response to this, EISS are scheduling & implementing critical firewall changes with C3PAR approval to be provided retrospectively.
- The CTI Toolbar issue in Barcelona has been resolved by the replacement of the legacy Nortel switches.
- Dealerboard extensions are again down to 25 free extensions.

Prior Week Updates

- We are running a pilot to allow the businesses to order Blackberries directly via P2P. Steve Wassell's team took delivery of the first set of 14 Blackberries ordered by CMB via P2P and process appears to be working. This improved process will reduce waiting time for the customer.

Prior Week Significant Meetings

- EMEA Wintel Infrastructure had a representative attend a Microsoft event presenting the advantages of moving to Windows Server 2008 for Active Directory.

Week In Review Updates

- Craig Earl to present C3PAR (Citi 3rd Party Access Registry) to Tony O'Connor's SMT to explain the new process for requesting all firewall rules globally. The presentation is scheduled for Tuesday 20th November.

Week Ahead Significant Meetings

- Meeting in Düsseldorf with Mike Forster on where RTO is with our voice centralization efforts. Henry Danneman will attend in person and Harold Groothedde, Karl Liparoti and Imthiyas Hussain will join over the phone.

Weekly Management Report 23/11/2007

Audits / Controls / Compliance

- Regional CoB audit disposition meeting with ARR took place. No reportable issues noted, the final closing meeting will be next week when we formally get notified of the audit results.
- Meeting to be arranged between ARR, EISS and UKinfra to review and discuss those findings outstanding in the recent Global Perimeter Audit. CTI have responded to the findings delivered on Thursday 15th, providing evidence to the contrary for the majority of those detailed. ARR are currently reviewing our response, and will meet to debate any items they still consider a risk to the organisation.

Client Computing Services

- Anti-Virus centralisation: 6000 devices from UK operations were successfully migrated to the centralised AV/ePO group within EMEA Desktop Third Level Support. 1800 devices remain to be done.
- Entrust for Vista users: A preliminary agreement has been reached with DSI and Entrust teams whereby 2 SAs in the countries to be migrated until March 08 will be promoted as Registration Agents and will interface with PKI Admin to recover users' Entrust profiles on Vista.
- Citi Marketplace UAT: Fulfilment templates have been delivered and Krzysztof Cygan has started creating VR products and bundles. We expect to finish creating the bundles by the end of this week.
- Secure USB Pilot: Business test users have been identified and their support teams have been made aware. The wrap has been prioritised and testing will commence shortly.
- Single Virtual Remote Desktop Support Group: The strategy is for each RDS team to have their own global group on the SOE Domain, which will be nested into a top level RDS group. This work is close to completion.
- PointSec Laptop Encryption (Version 5): The installation and update profiles IPP/UPP have reached their maximum capacity of 200 SA's accounts. So a second IPP/UPP will be provided by Hasi which will include the next 200 SA's accounts.
- DSI Migrations:
 - The user profile tool created by the EMEA Third Level Support team has been made available. This tool will assist DSI migration teams in the preparation of application readiness and the rationalisation of users profiles;
 - 2008 staff planning ongoing; review with all clusters scheduled for the next two weeks;
 - Resource CEP will be submitted for approvals by end of month. This will be for 10 extra staff to help with the migration project management, application readiness and DSI Centre of Expertise;
 - Planning for Thin Client training for the Remote Desktop Support team is underway.
- The EMEA region has remedied 2,010,000 POVs since the 1 January 2007 and there are 83,000 POVs to close before year-end (89,000 last week). The number of overdue points is at 43,000 this week. Over the last 7 days we patched 20,000 points. The number of due in 60 days is down by 3,000 at 40,000 and the green points due after 60 days have gone down by 15,000 at 199,000.
- Attachmate v8: The following countries, Algeria, Austria, Barcelona, Cameroon, Kenya, Poland and Romania have not provided any details on migration to version 8 and so we do not know if they have any Attachmate requirements. This may put the envisaged project date of end of December at risk.

Distributed Operations Infrastructure

- EMEA Server Based Computing Infrastructure has continued to focus on stabilising the Citrix Infrastructure for the EBS Application, which has been an ongoing exercise for the last number of weeks and has involved significant time and effort.
- EMEA Wintel SA has updated servers to use new SNMP trap destinations for the EMEA monitoring servers, providing increased reliability in Command Centre monitoring for system and hardware issues.
- EMEA Wintel SA has updated all servers to use new DNS Anycast servers ahead of the retirement of legacy regional DNS servers, allowing name resolution to continue on servers.
- EMEA Wintel SA has progressed the Dublin Wintel Server Replacement. New racks have been installed and provided with power, UPS and network patching. HP have been contacted to provide a date for hardware build of servers and installation into the racks. Once this is complete OS installations and data migrations can begin.
- EMEA Storage has installed 4 DMX Arrays on the London SAN, which provides an additional 35 Terabytes of useable Tier 1 (SRDF) - SAN Storage to the London businesses, has added additional disks to existing DMX Arrays on the London SAN, which provides an additional 7 Terabytes of useable Tier 2 (Premium) SAN storage to the London businesses and has added additional disks providing an additional 40 Terabytes of Tier 4 (Local RAID 5) SAN Storage. This last item would have allowed the business to potentially make a green dollar save of \$330K.
- EMEA Storage has upgraded the Warsaw DataProtector Backup environment from version 5.1 to 5.5. The major driver behind this was to provide compatibility with new Unix servers in Warsaw running Solaris 10.
- EMEA Webadmin Administration has completed Business CoB / Denial of Service Testing for the following countries, which involved changes to the ID's of user participating in the tests prior to the test starting and after the test ended, providing support during the time the tests were being run, which involved working during and outside core hours. Countries included were Dublin (completed 2 days of testing from their DR site on Wednesday 14th and Thursday 15th November), Jersey (completed their testing from London on Thursday 15th November), Sweden (completed their testing on Friday 16th November), CitiFinancial (completed their Branch testing on Saturday 17th November), Norway (completed their testing from Stockholm on Tuesday 20th November). Further testing planned for the week ahead for Norway and Denmark.
- EMEA Wintel SA has installed and additional Wintel Server to act as an FTP server to provide infrastructure for thin-client UAT testing in EMEA region. Two such servers have now been provisioned to provide thin client configuration to London-based terminals.

Shared Services

- Attended Jagdish Rao's Monthly Incident, Problem and Change Management Review Meeting. Provided report on analysis of Bug Related issues during the year.
- Attending meeting next week with CMB on suggested pilot for Release Management utilising Activity records. Need to look at impact on TI streams and also any potential controls issues.
- Warsaw Annual Data Centre CoB Test Close Report has been fully approved by all Sectors. The final planning meeting for the Greece UWS CoB test is being held with TI and Businesses
- Met with GTS to discuss 3 day changes and high or medium risk categories. Reviewing options.
- Provided stats and graphs for year of change numbers for a new CMB Placemat report.

Telecom Operations

- Operational handover of the EMEA network to the GNCC in Singapore has taken place.
- Update of EMEA Voice and Networks Operational Strategy with Mike Forster in Germany. Topics covering our plans for centralized support in the Regional Service Centers as well as the integration with the GNCC and CTS also discussed.
- Czech Republic (Voice Remediation & Consolidation): The Czech Rep voice remediation is progressing with the voice core installed in the UK with the local gateway in Czech Rep. The production cutover is scheduled for 24th Nov'07. This will allow the business to continue with their Dialler implementation.
- The firewall rule remediation project is once more underway (with SMT approval) and the inclusion of additional processes to minimise the risk of further outages. A meeting between EISS, the FRR team and CMB application/technologists took place 19th November to review those rules outstanding remediation on our most critical firewall policies. The meeting was successful, all rules were allotted owners, and additionally the owners (Nick Woolford & Nigel Rafferty) are to provide EISS & FRR team specific access information for each service identified. It also has the added bonus of opening the relevant communication channels between CTI & CMB. Further meetings are to be scheduled to perform the same activity for the remaining firewall policies.
- Robert Decker, from Checkpoint Research & Development, is spending next week a few days with EISS operations to gain an insight & understanding into our processes concerning firewall changes, and the controls we need surrounding them. We have requested this with a view to having Checkpoint incorporate some of our more onerous control activities & desired features into future releases of the product itself.
- Single Point of failure Review next week with COLT as a follow up to the incident in Barcelona in September.

Prior Week Updates

- Anti-Virus centralisation: 6000 devices from UK Operations were successfully migrated to the centralised AV/ePO group within EMEA Desktop Third Level Support team.

Prior Week Significant Meetings

- Update of EMEA Voice and Networks Operational Strategy with Mike Forster in Germany. Topics covering our plans for centralized support in the Regional Service Centers as well as the integration with the GNCC and CTS also discussed.

Week In Review Updates

- Robert Decker, from Checkpoint Research & Development, is spending a few days with EISS operations to gain an insight and understanding into our processes concerning firewall changes and the controls we need surrounding them. We requested this with a view to having Checkpoint incorporate some of our more onerous control activities and desired features into future releases of the product itself.

Week Ahead Significant Meetings

- Meeting to be arranged between ARR, EISS and UKinfra to review and discuss those findings outstanding in the recent Global Perimeter Audit. CTI have responded to the findings delivered on Thursday 15th, providing evidence to the contrary for the majority of those detailed. ARR are currently reviewing our response, and will meet to debate any items they still consider a risk to the organisation.

Weekly Management Report 30/11/2007

Audits / Controls / Compliance

- CoB closing meeting between ARR and CTI took place. It was confirmed that a Sat/Effective will be awarded and the next CoB audit will be in 24 months.

Client Computing Services

- Steve Wassell's group has taken delivery of their direct Blackberry purchases via P2P and the process has been proven to work. All devices were delivered and working within 5 days of receipt from O2. Anton Beer is being engaged to extend the direct ordering model for Blackberries to a wider group within CMB in London.
- Business test users have been identified for the Secure USB Pilot and their support teams have been made aware. The client wrap is now available and the pilot will commence on 28th Nov.
- Installs of Pointsec v5 for Laptop Encryption are continuing at a reasonable rate. Pointsec v6 has been released for production. However, the management interface is very different and therefore further training sessions will be required.
- DSI Rollout:
 - The London Thin Client pilot is on track and will be on UAT this week. All user profiles have been created and ready. Final application and device settings are to be completed this week for the Thin Client devices.
 - The User Profile Tool is now available for use. A presentation to all the stakeholders is planned for Thursday.
 - A draft process VTM & OVCM for DSI is ready. Again, the presentation to DSI stakeholders will take place on Thursday.
- EMEA DSI Application Readiness Project: Two medium project issues raised this week with regards to resourcing and Citrix readiness. CEP will be raised this week to resolve the resourcing issue.
- VTM
 - The EMEA region has remedied 2,036,000 POVs since the 1 January 2007 and there are 80,000 POVs to close before year-end. The number of overdue points is at 41,000 this week. Over the last 7 days we have patched 26,000 points. The number of due in 60 days is down by 2,000 at 38,000 and the green points due after 60 days have gone down by 22,000 at 177,000.
 - A presentation of the VTM MTR/MTA process to the EMEA BISOs will take place next Tuesday.
- Remote Access: There were some calls from customers this week about hanging screens. Investigations led to the Java download itself being the root cause. A banner was put on the terminal servers to advise users on the what to do if they faced this problem.
- Citi Marketplace: We are currently updating the fulfilment bundles with the correct resolver groups and products in preparation for the pilot. The UAT system is currently very slow. After each step the VR admin have to log off and log in again as the system freezes. At present there is some lack of functionality in the Product assign and Rating engine that is making the task difficult. Some gaps on the Resolver queues in the templates provided by GOMs still exist and these have to be filled in asap.
- GOMs provided the Bundles templates mapped to the production products. However CATE have not copied the production products to the test environment and VR Admins have to go to production and identify which resolver groups match to the equivalent products defined by GOMs in the templates and then create them in test. Given that after each product assign the test environment freezes and require log off/ log in, this makes it a extremely difficult task.
- We have also suggested the introduction of a naming convention of the products in the CMP-VR bundles to the Global team. This will address the gaps in the naming convention of the CMP products in VR.
- The Virtual Request new hire process was rolled out to Jersey and Egypt.

Distributed Operations Infrastructure

- EMEA Storage took hardware delivery of the first Hitachi Data Systems (HDS) SAN Storage Frame in EMEA. This will be installed and configured over the coming weeks, providing the first SAN in EMEA that is not EMC, as part of a move to dual vendor strategy, whilst also providing RAID 5 storage, to facilitate the start of a strategic move from RAID 1 to RAID 5, providing cost benefits.
- Meeting taking place with EIT within CATE, who manage the development of tools for the Wintel space to discuss the handover of OST (Operations Standard Toolset), which is a toolset that was developed within Operations that is now being handed over to CATE.
- EMEA Wintel SA has written a new script to replace the need for VNC and Blapim when deploying SOE applications to desktops. The new script works from terminal server, caters for wrap permissioned to "authenticated users" and allows wraps to be deployed to menu locations containing embedded spaces (unlike Blapim). This new script will save time and effort in the Wintel SA space.
- EMEA Wintel Infrastructure has implemented MQ series application monitoring in ESM. ESM is the global solution for Critical System File Monitoring, which is an Information Security requirement. This address a major audit BI, which was identified as part of the Middleware Audit last year: there was no Change Reconciliation in place for Middleware components across EMEA. This covers over 500 servers, both Wintel and Unix.
- EMEA Server Based Computing Infrastructure has delivered 4 development virtual Citrix Presentation servers for the DSI project.

Shared Services

- Marion Champion participated in the SEI 2008 planning workshop with the SMT, and presented an overview of CTS, including a summary of the projects we have completed this year with CTS, data on which functions and technology areas currently supported, and the charging structure for 2008.

- Two new engagement requests were initiated with CTS last week. One to look at providing project based staff to support Unix and Wintel server build activities for all projects during 2008, the second to support log review requirements for Voice systems in EMEA, Both requests are currently being reviewed for pricing from CTS, the latter requirement will be priced on a 'service basis' according to log review work effort & volumes, which should prove beneficial in terms of the overall service cost.
- We are still awaiting communication from CTS of the 2008 charging rates for all existing service model based engagements. This information has been outstanding for several weeks now, and CTS have advised that these rates are still under internal review, but will be published shortly.
- Attended meeting with CMB on suggested pilot for Release Management utilising Activity records. Following up on impact to TI streams and also any potential controls issues.
- RSS chaired a joint review of Symantec Enterprise Security Manager with CATE and operations to overcome capacity constraints and plan for 2008 growth focused on mitigating audit and business risks.
- All outstanding Business Recovery Co-ordinators have been requested to complete an OBC training course.

Telecom Operations

- The Regional Avaya Call Center Core has gone live for Czech. Support is at the moment with Avaya and Service Delivery. The Regional Call Center Core should be handed over to Operations to support on an ongoing basis. That support will be done by the Avaya IPT team in Hungary.
- After some lengthy discussion with O2 exploring outbound traffic pricing options, we have managed to secure a significant cost reduction in our outbound tariff rate to all mobiles operators. O2 have agreed to reduce the blended rate from 6.7ppm to 5.5ppm based on our profile for the past 18 months. Although O2 will tighten the thresholds for other licensed operator handoff traffic, we will remain within the thresholds enjoyed for the past eighteen months. This saving equates to approx 18 % on current expenditure and a forecast saving of around \$170M per annum - and is backdated to 1st Sept 07.
- Agreed with Service Delivery to assign an Operational support contact to each project. The aim of this is to improve upon the CDA submissions that we have been seeing in recent weeks and there lack of clarity from an operational perspective.
- CGC DMZ firewalls were migrated to Checkpoints SecurePlatform appliances last weekend and all services migrated successfully. This is the third pair out of four to be replaced with minimal disruption to service. The final pair (RDC DMZ) will be migrated over the coming weekend (1st & 2nd Dec). The new hardware provides faster processing and gigabit network capabilities.
- Following last week's Voice outage in South Africa, whereby the fault was diagnosed on a Voice Gateway component residing on a Cisco network device, the Vendor Management team met with Dimension Data, to review the poor problem management performance of this call. It was determined that there had been shortfalls in process flow on both sides. Dimension Data have provided a fully comprehensive post mortem report in regards to the incident, which has now been reviewed and corrective actions have been noted and are being worked within both our organisations.

Prior Week Updates

- The London Thin Client DSI pilot is on track and will be on UAT this week. All user profiles have been created and ready. Final application and device settings are to be completed this week for the Thin Client devices.

Prior Week Significant Meetings

- RSS chaired a joint review of Symantec Enterprise Security Manager with CATE and operations to overcome capacity constraints and plan for 2008 growth focused on mitigating audit and business risks.

Week In Review Updates

- Review of Radio Frequency ID / AssetCenter EMEA implementation with HP.

Week Ahead Significant Meetings

- Meeting being held with representatives from the GCG business as well as relevant staff from EMEA CTI to review Storage. This will include reviewing their current storage usage, highlighting Storage initiatives in progress and to discuss potential saves.

Weekly Management Report 7/12/2007

Audits / Controls / Compliance

- Global Perimeter Audit closing meeting held Monday 3rd December; a draft final audit report has been distributed to concerned parties and an overall rating level of 'Satisfactory/Effective' has been awarded. Three Business Issues have also been assigned however and a meeting has been scheduled for Friday 7th December to discuss appropriate corrective action plan. EISS have not been attributed to any findings.

Client Computing Services

- Anti-Virus
 - Egg Integration: Anti-Virus test successful on 4 servers and these are now administered through the Citi ePO infrastructure.
 - Centralisation: All desktops in EMEA are now managed by the ROSS EMEA Third Level Support team.
- DSI
 - Iain Wallace, Mark Jones and Jeff Saldanha met with Ian Cramb from GCG where Ian reiterated GCG's aim of moving the majority of their users to Thin Client.
 - The EMEA Desktop Third Level Support team presented the User Profiling Tool and VTM/OVCM proposal to various stakeholders. Now awaiting feedback before progressing further.
- Blackberry
 - The new Blackberry Virtual Request process has been rolled out to Ireland.
 - Graeme Owen presented an process update on Blackberry & Remote Desktop to the 2nd level support teams.
 - Blackberry-Pakistan: Everything is in place to start the migration to local service provider using unlocked existing devices and local SIMs. The O2 SIMs will be re-used in the UK to save money and admin overhead. We expect this process to start before end of year.
 - Blackberry-Turkey: A project manager has been appointed to manage the migration to local provider. This is looking good to start some migrations in January or earlier, subject to final price negotiations with vendors.
- VTM
 - The Missed Target Rationale/Missed Target Approval (MTR/MTA) tracker module of the Online MTR Submission Tool (OMST) was promoted to production on the 29th Nov. This tool will assist with tracking of systems left unpatched with an expired MTR.
 - The EMEA region has remedied 2,059,000 POVs since the 1 January 2007. The number of overdue points is at 38,000 this week and over the last 7 days we have patched 23,000 points. The number of due in 60 days is down by 5,000 at 33,000 and the green points due after 60 days have increased by 39,000 at 216,000 as 4 new vulnerabilities were raised in the last 7 days, bringing along 54,000 new points.
- Citi Marketplace
 - We have completed the Virtual Request setup in the CMP UAT system. The VR bundles for CMP have been completed in production. We are now awaiting VR release 1.8 to be able to start allocating the products and resolver groups in production.
 - The amount of work on allocating resolver groups and products for CMP could be a critical factor when deciding a broader rollout of CMP. The pilot run of CMP will give us an idea about the amount of work.
 - On Monday, 3rd December, a scheduled release on Virtual Request caused a Sev-1 outage. Following that it was discovered that the VR Development team had not included the Regional VR/CMP Admins in the VR/CMP release communication distribution list. This has now been corrected.
- Secure USB: X-Key is the only USB key that can be used in EMEA and each pilot location will be provided with 1 key to perform the tests required. All pilot users have been asked to run a set of tools on their machine. Licenses for Egg is under discussion.
- Laptop Encryption: Installations continue at a good pace although confirmation is outstanding from about 20 countries. Pointsec v6 is being tested within EMEA Desktop Third Line Support.

Distributed Operations Infrastructure

- Meeting held with representatives from the GCG business as well as relevant staff from EMEA CTI to review Storage. This included reviewing their current storage usage, highlighting Storage initiatives in progress and to discuss potential saves.
- EMEA CTI Regional Wintel SA has completed data migrations for the GCOT, EMM and CBS businesses, migration 190 Gigabytes of Wintel Share Data between disk partitions, alleviating disk space issues.
- EMEA Server Based Computing Infrastructure has successfully deployed 2 Virtual Machines for the CMB business. This allows the business to leverage the benefits of virtualisation in the server environment.
- EMEA CTI Regional Wintel SA has created 60 new print queues for the DSI Thin Client rollout.
- EMEA CTI Regional Wintel SA are now managing all the Dublin Wintel File, Print and SOE Application Wrap servers, haven taken over support from the in-country staff as part of the regionalisation and centralisation of this function.
- EMEA NAS Infrastructure are meeting next week with relevant staff from Net App (the provider of the NAS Storage in EMEA) including the EMEA and Global Account Managers for the 6 weekly Citi Account review, where operational items and issues, along with project updates are reviewed.

Shared Services

- Terry O'Leary, Mike McLean, Dara Delamere and Bill Fletcher met with CTS CEO Punit Sood to discuss CTI-CTS 2008 functional focus strategy.

- Marion Champion met with EMEA SMT to agree high-level right placement targets for 2008.
- Attended all day workshop focused on Data Centre Asset Management and planning rollout of Radio Frequency tagging for servers and media in 2008.
- Will be attending next week meeting with CMB to review options for a forward schedule of changes so major release or changes can be tracked.
- Agreed to take monthly feed from Microsoft Vista rollout team, to track desktop assets.
- Postponed DC CoB testing for Consumer applications Citi Bank Online and I-Card was executed in Germany at the weekend, CBOL was successful, however I-Card failed. A post-mortem will be conducted this week.
- Started pilot as of Dec 1st for GTS to allow Medium Risk & Impact changes as 3 day classification.

Telecom Operations

- Upgrade of the German HQ PBX with Avaya IPT completed. This was to culmination of many months of hard work and the cutover went smoothly with no major issues. The old Siemens will be decommissioned and a cost savings will be achieved by the consumer business.
- 39 branches in Germany were upgraded to Cisco IPT. The old Siemens PBX's will be decommissioned.
- Czech Republic - Auto Dialler Implementation. The implementation of the Predictive Dialling System (Auto-Dialler) has been completed and scheduled to go live soon. This will bring a significant benefit to the consumer business Credit & Collection department to follow up with the Customers using the Auto Dialler, it will reduce the number of agents out bound calls as well as inbound calls due to automation.
- Firewall Rule Remediation work will cease this week in accordance with our regional change freeze. There are approximately 40 rules outstanding for the region. FRR activities will begin again when the freeze thaws in January 2008.
- Still running low on Dealerboard numbers for the UK.

Prior Week Updates

- Upgrade of the German HQ PBX with Avaya IPT. This was to culmination of many months of hard work and the cutover went smoothly with no major issues. The old Siemens will be decommissioned and a cost savings will be achieved by the consumer business.

Prior Week Significant Meetings

- Iain Wallace, Mark Jones and Jeff Saldanha met with Ian Cramb from GCG where Ian reiterated GCG's aim of moving the majority of their users to Thin Client.

Week In Review Updates

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Week Ahead Significant Meetings

- EMEA NAS Infrastructure are meeting with relevant staff from Net App (the provider of the NAS Storage in EMEA) including the EMEA and Global Account Managers for the 6 weekly Citi Account review, where operational items and issues, along with project updates are reviewed.

Weekly Management Report 14/12/2007

Audits / Controls / Compliance

- All ROSS MARS issues for December are fully closed and the issues for January have been submitted or retargeted well ahead of the deadline.
- The Business Monitoring Q4 2007 information collection for EMEA Desktop from all of the selected Countries has been completed. BM information is currently being reviewed by ARR. A number of follow up points have been discussed with ARR, including VTM issues and the POVs across EMEA. Field work is scheduled for December 17th.

Client Computing Services

- DSI
 - The first wave of DSI rollout for CTI London was completed successfully with 44 Thin Client users and 18 Thick Client users.
 - The first meeting of a CMB Tech DSI project forum was held this week, with ongoing weekly meetings scheduled for the duration of CMB Tech application testing. Detailed procedures have been created for Application Readiness EMEA discovery process.
 - Actions in progress:
 - 2008 staffing CEP approval.
 - Further consultations with business on Master Migration Plan.
 - Initiate infrastructure rollouts in countries schedule for 1Q2008.
 - Initiate migration projects for countries schedule for 1Q2008.
 - Business engagement model will be discussed and improved.
 - DSI "blueprint" and "DSI in a box" to be completed by end of year.
- Virtual Request Standardisation:
 - We created and rolled out the new ESM/SaFE VR process to all EMEA countries
 - Rolled out New Hire process in Luxembourg
 - Created and rolled out CBS UK Procurement Quote Request
- We conducted a review of the rollout status of the New Hire process in EMEA. 29 countries have not started or are still in the process of adopting the process. We have prioritized the deployment plan and are working with the countries for the full deployment of the new hire process.
- Created the RAS Application request forms for EMEA. Currently in UAT by EMEA RAS Support team.
- Citi Marketplace
 - We completed the Voice VR bundles for CMP in production, now awaiting VR release 1.8 to be able to start allocating the products and resolver groups in production.
 - The Fulfilment model testing is now being undertaken. A number of issues have been identified for all products, including Desktop. The 25% product requirement for Desktop UAT has been reduced to a minimum level, in order to undertake a reduced level of testing, due to P2P requirements being a local requirement. The UAT test scripts are currently being completed by all regions. A number of defects have been recorded and are currently being reviewed by CATE. Re-testing will be required. Daily discussions with all regions are in place, in order to complete the UAT testing prior to moving to the Pilot environment.
 - Fulfilment product information gathering has continued, for all desktop products across all regions. This information will be used to create the Pilot environment. Set up and configuration issues have been raised, where the P2P approval process in all regions would cause a problems, with the VR workflows.
 - Work is now focusing on creating and mapping between the equivalent VR product and the new CMP products. The Fulfilment Model shows the product mapping and the resolver groups and the existing VR products. This information is required to help to make the ratings engine work more efficiently so that there will be less requests being routed to the Central Fulfilment group.
- VTM: The EMEA region has remedied 2,121,000 POVs since the 1 January 2007. The number of overdue points is at 46,000 this week and over the last 7 days we have patched 61,000 points. The number of due in 60 days is up by 62,000 at 95,000 and the green points due after 60 days have decreased by 131,000 at 86,000 as several VTM projects shifted from into the 60 days window.
- Anti-Virus: Investigation of the issue with South Africa is still with MacAfee, it has now reached Tier 3 within MacAfee Support.
- Devices not covered by an ePO agent properly running in DPC: List of devices to be remediated id down to 2,000 this week from 4,000 4 weeks ago.

Distributed Operations Infrastructure

- Tom Lavery attended the Consumer Monthly review to provide an update on EMEA Storage.
- Presentation made to the EMEA CTI SDS Committee on EMEA Storage including initiatives that are currently being progressed.
- EMEA Wintel Infrastructure has reduced their VT ticket queue down from over 200 to under 50 since last week, to ensure that customers receive a prompt response on tickets, following a backlog of tickets.
- EMEA Wintel SA has completed various Wintel Data Share migrations, migrating circa 180 Gigabytes of data to new disk partitions, alleviating disk space issues.
- EMEA Wintel Infrastructure has progressed with the Annual Functional Account Review, which is required for Information Security purposes. 2,262 emails have been sent requesting justification for the 7,584 functional accounts within EMEA, 1,217 replies have been processed with 3,921 accounts (52%) now being rejustified.

- EMEA Webadmin Administration has completed the semi annual Entitlement Review for all the Wintel Data Shares that they control access to for some 10,000 EMEA customers.
- EMEA Webadmin Administration has handed over the responsibility for the administration of AD log on accounts for CGSL staff based in India, who provide functional support for the UK CitiCards and CitiFinancial business to the local technology support team in India. The CGSL staff for these departments will have their domain accounts administered by CGSL Technology as well as all local data and applications. This reduces control risk exposure of the EWA team.
- EMEA Server Based Computing Infrastructure has now moved DSI Citrix servers in to production. There are 12 servers, providing a variety of business applications that are now being accessed by users in the UK, including members of the EMEA CTI SMT. Perception so far is highly positive.

Shared Services

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Telecom Operations

- EISS have made 3000 changes to the production infrastructure in 2007, which is 1000 up from 2006; 4.5% of these were Emergency changes, which is a reduction of 1.2% compared with 2006.
- Kurt Bonner was recognized by Harold and George Carzis for the great job he has been doing as the "test lead" for the voice portion of Citi-Marketplace.
- EISS, in conjunction with Andrew Cunnington (BISO), are currently trying to negotiate preferential rates with the SANS Institute who run Information Security courses and accreditations globally. This is with a view to having our IS engineers attend the Perimeter Security courses and subsequent accreditation.

Prior Week Updates

- The first wave of DSI rollout for CTI London was completed successfully with 44 Thin Client users and 18 Thick Client users.

Prior Week Significant Meetings

- The first meeting of a CMB Tech DSI project forum was held this week, with ongoing weekly meetings scheduled for the duration of CMB Tech application testing.

Week In Review Updates

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Week Ahead Significant Meetings

- 6 weekly Citi Account review taking place with NetApp, who provide all NAS Storage for in EMEA.

Weekly Management Report 21/12/2007

Audits / Controls / Compliance

- All ROSS MARS issues for January have been closed well in advance of the deadline.

Client Computing Services

- DSI
 - Post migration activities continued in CTI London wave 1 (Thin Client Pilot). 25 Server Based Computing (SBC) high priority issues have been closed. Working to resolve another 27 SBC low/medium priority issues.
 - Fully engaged with CMB Channel Managers on migration planning and working to help them firm up the plan by providing application lists, discovery status etc.
- Citi MarketPlace/VR
 - The Pilot moved into production on the 19/12/07, with ongoing daily meetings scheduled for the duration of pilot phase.
 - VR 1.8 has been released in Production and Resolvers button has been made available. This enabled us to assign Resolver Groups and equivalent products for ALL VR-CMP Voice products, so we are now live in CMP with all Voice products.
 - The New Hire suite is deployed in Belfast to the production floors.
 - The amount of work on allocating Resolver groups and products for CMP might be a critical factor when it comes to rolling out CMP to the non-pilot locations. The Pilot run of CMP will indicate how easy or difficult this can be overcome.
 - Fixed income in the UK have agreed to work towards joining the P2P Blackberry provisioning pilot.
- On the customer side we had Bahrain Blackberry users impacted by a local Telco issues for 3 days.
- Remote Access project: RDS Spain involved in BAU for providing support from 07 to 22h (Monday to Friday). Proposal sent to Business for future support structure (24x7)
- The EMEA region has remedied 2,149,000 POVs since the 1 January 2007. The number of overdue points is at 40,000 this week and over the last 7 days we have patched 28,000 points. The number of due in 60 days is down by 18,000 at 76,000 and the green points due after 60 days have decreased by 3,000 at 83,000.
- PointSec Laptop Encryption - The country heads have been made aware that certain supported areas have yet to confirm whether they will be complete by 31/12/07.
- PointSec USB - The pilot has commenced but due to a lack of Citi owned keys to test, there is now a delay to complete full testing until we receive the mass storage keys. Network card speed/duplex scanning tool retrieves information from about 80% of the machines it queries. Working to improve this. PC Power Off tool about 75% complete. No progress on solution to identify workstations from list of 15,000 on identified devices.

Distributed Operations Infrastructure

- EMEA Wintel Infrastructure has reduced their VT ticket queue down from 50 to 1 since last week, to ensure that customers receive a prompt response on tickets, following a backlog of tickets. This is a reduction of over 200 tickets in the last 2 weeks.
- The 6-weekly Citi Account review took place with NetApp, from which Citi procures all NAS Storage for in EMEA.
- Meeting hosted for all staff in London to review the 2007 VOE results and to solicit feedback on potential 2008 VOE actions.
- EMEA Wintel SA has completed a pilot Sharepoint site to allow countries to upload integration data and download templates to fill in information requests.

Shared Services

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Telecom Operations

- Formal Staff Announcement of the RTO/UK Billing Team Split
- We saw this week the Go Live of the Czech autodialler project
- Meeting with Global and Regional heads of Cisco in the EDC on 18/12

Prior Week Updates

- The Citi Market Place Pilot moved into production on the 19/12/07, with ongoing daily meetings scheduled for the duration of pilot phase.

Prior Week Significant Meetings

- Meeting hosted for all RDOI staff in London to review the 2007 VOE results and to solicit feedback on potential 2008 VOE actions.

Week In Review Updates

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Week Ahead Significant Meetings

- RTO has the first monthly review meeting with Mike Forster on GCG initiatives