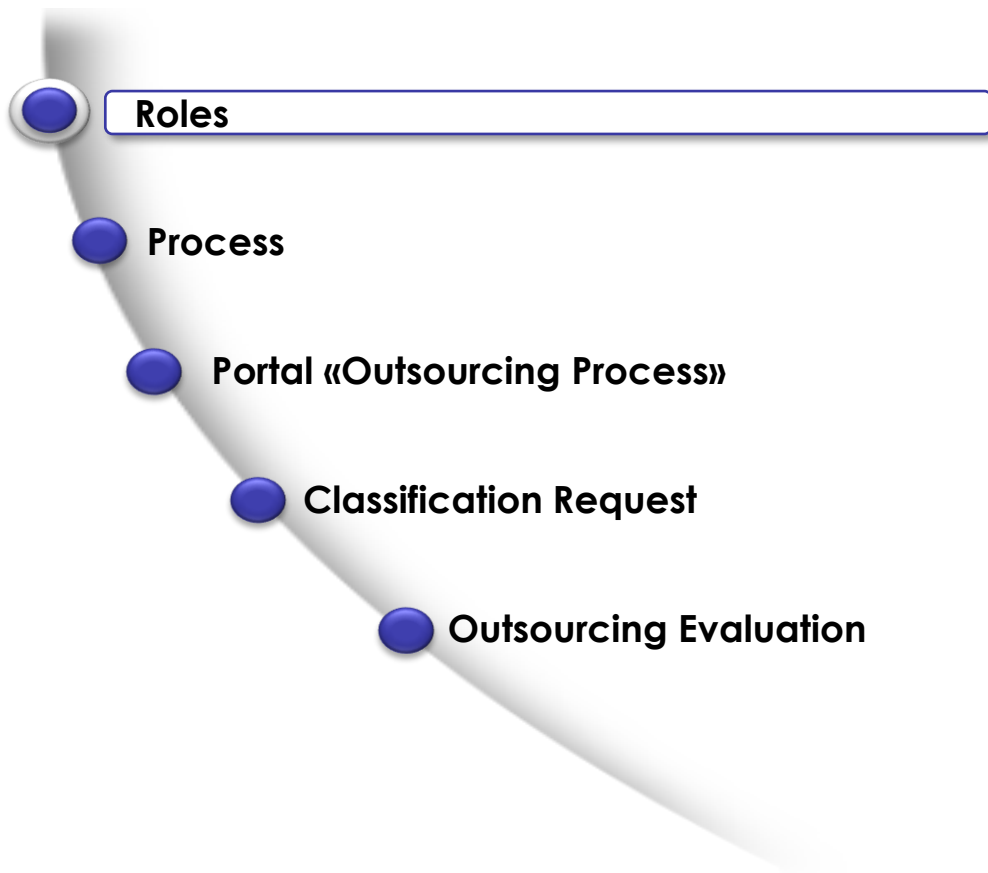


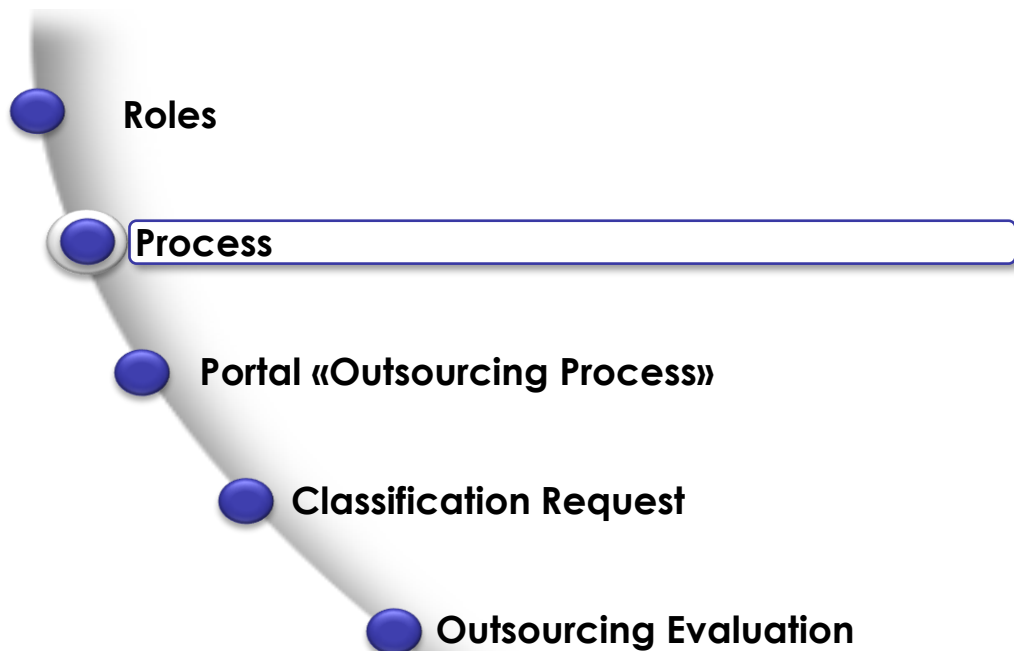


Outsourcing Process

User Guide



- ✓ **Outsourcing Referent:** Responsible for the census of requests for Classification and Outsourcing Evaluation, which will be provided through the Outsourcing Portal
- ✓ **Outsourcing Coordinator:** Responsible for verifying the information entered by the Outsourcing Referent and for the progress of requests for Classification and Evaluation of Outsourcing. Outsourcing Coordinator operates through the Outsourcing Portal
- ✓ **GO:** The Outsourcing Government Structure acts on the phases of Classification Request and Outsourcing Evaluation (except on the judgments expressed by the evaluating functions) with a supervisor profile on the entire process. The Outsourcing Government Structure operates in the backend of the Outsourcing Portal
- ✓ **Evaluation Functions:** Responsible for the evaluation of the requests for Outsourcing Evaluation in the «Evaluation» and «Validation» states . The only evaluating function that intervenes in the requests in the Classification phase and in draft and consolidation states is **Compliance**. In the classification phase, it is hired by GO to classify the initiative (outsourcing vs supply); in the draft and consolidation states it is called to express its opinion regarding the FEI/NO FEI nature of the request. Evaluation Functions operate in the backend of the Outsourcing Portal
- ✓ **Audit Profile:** The Audit Structure acts as a «Read only» profile, both for the Classification Request phase and for the Outsourcing Assessment phase (all states). The Audit Profile operates in the backend of the Outsourcing Portal
- ✓ **Buyer:** Acts as a «Read only» profile and for the Outsourcing Assessment phase (for the relevant requests). He can also preview the PDF and download attachments. He acts through Outsourcing Portal
- ✓ **DISB Function :** Responsible for approving an outsourcing request proposed by the Outsourcing Coordinator of a Foreign Bank. It intervenes in the Classification Request phase after the intervention of the Outsourcing Coordinator and before the engagement (if any) of GO. DISB Function works through the Outsourcing Portal

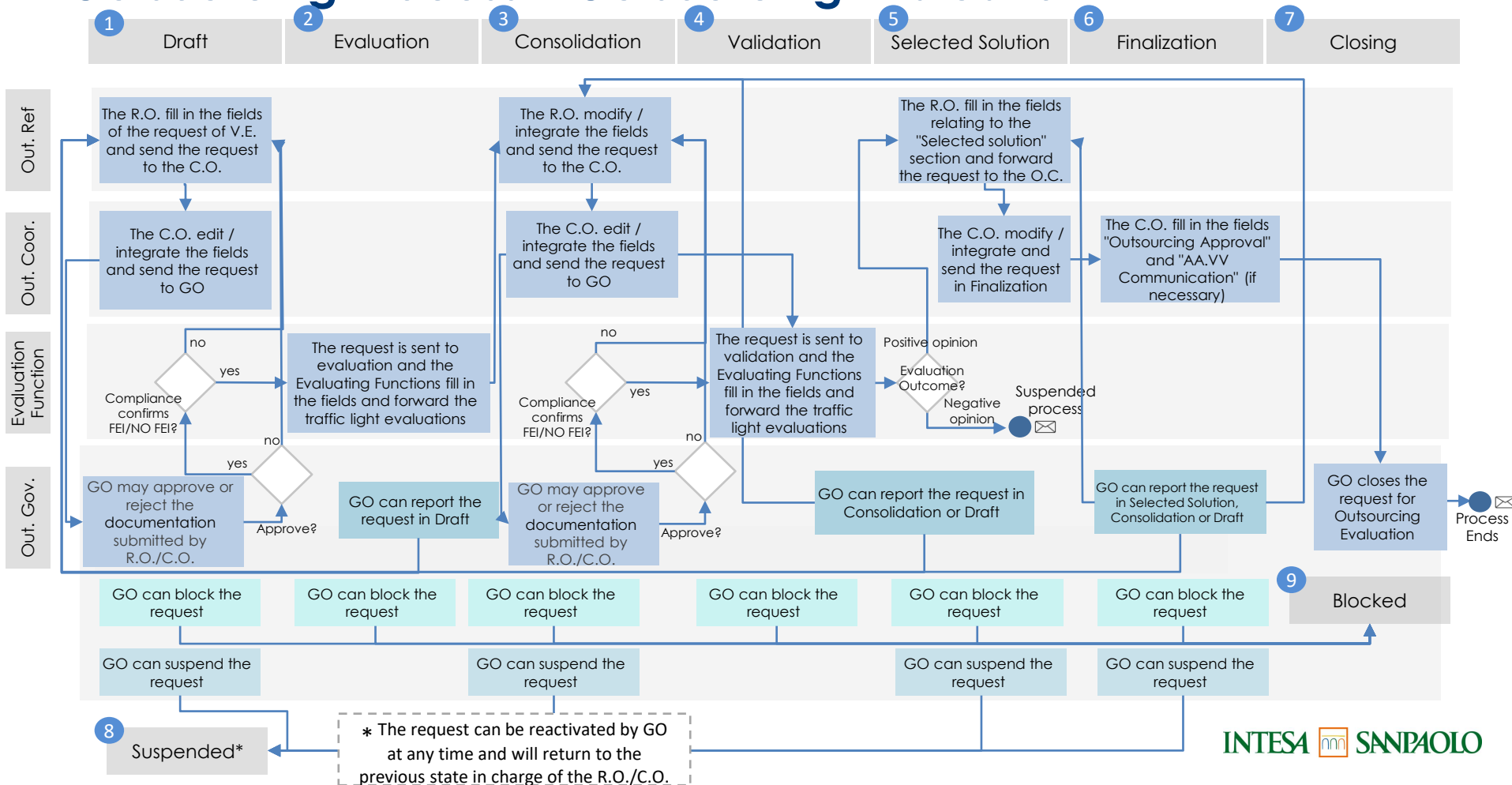


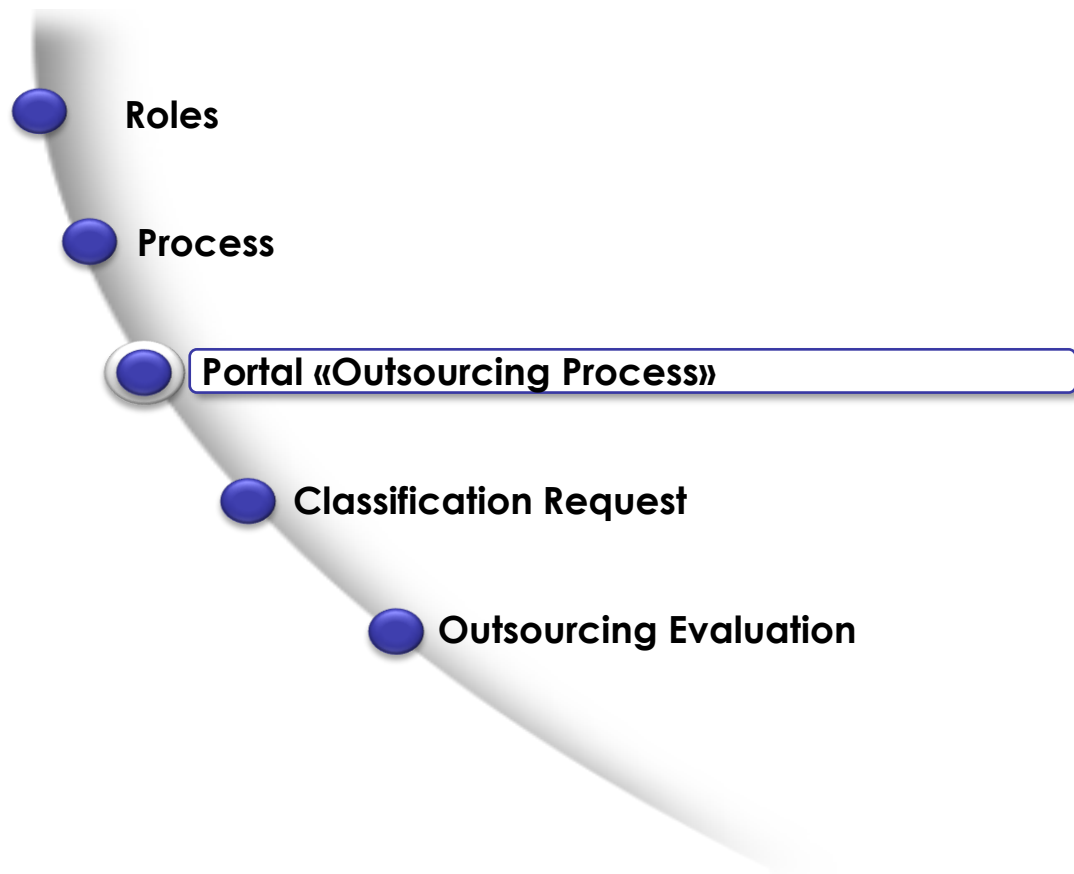
4



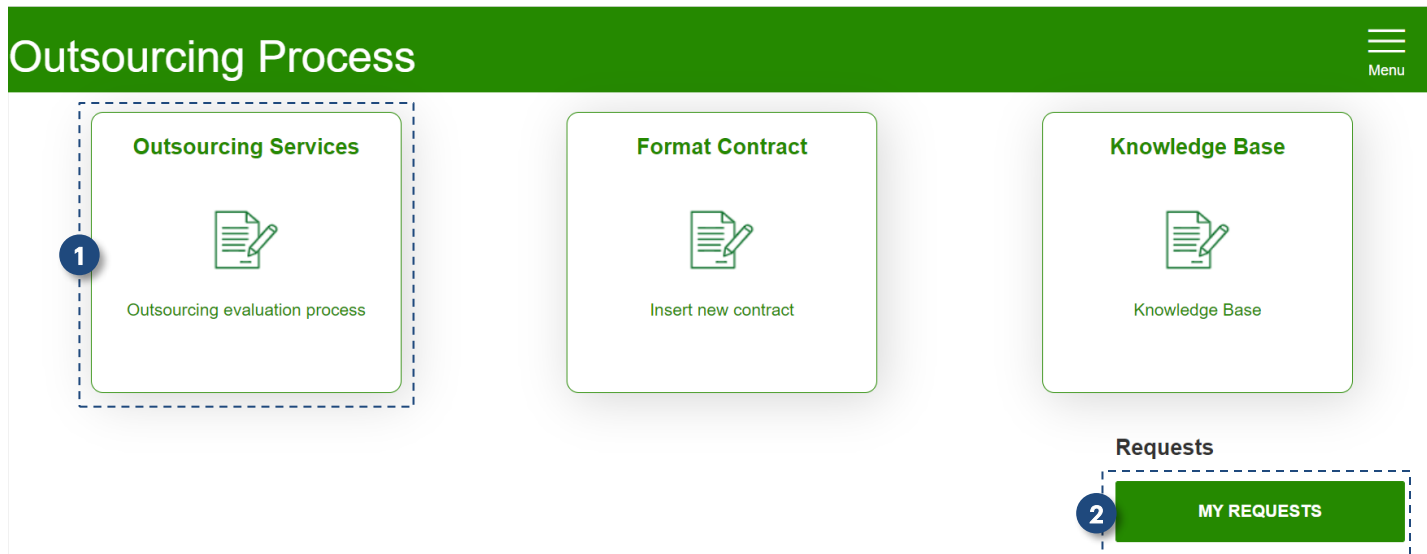
Outsourcing Process – Outsourcing Evaluation

5





Outsourcing Process – Home – Outsourcing Services (1/2)



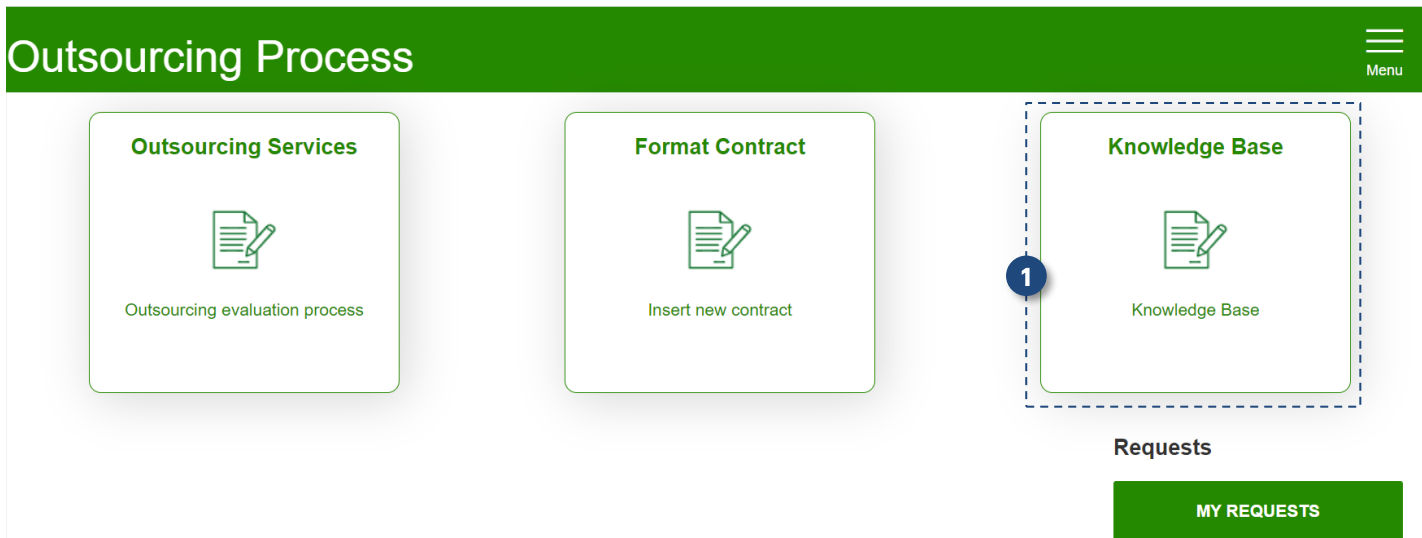
- 1 Select «Outsourcing Services»
- 2 Select «My Requests» to display registered request

Outsourcing Process – Home – Outsourcing Services (2/2)

The screenshot displays a web interface titled "Outsourcing Process". At the top, there is a green header bar with the title "Outsourcing Process" on the left and a "Menu" icon on the right. Below the header, a breadcrumb trail shows "Home > Outsourcing Process". The main content area is titled "Outsourcing Process" and contains two primary steps, each represented by a green box with a document icon and a dashed blue border. Step 3, "Classification Request", includes the text "New classification request". Step 4, "Outsourcing Evaluation", includes the text "Outsourcing evaluation process". A large blue arrow points from the bottom of the interface down to a summary box.

- 3 Select «Classification Request» to register a new request
- 4 Select «Outsourcing Evaluation» to access the outsourcing request list

Outsourcing Process – Home – Knowledge Base (1/2)



1 Select «Knowledge Base» to view supporting documents

Outsourcing Process – Home – Knowledge Base (2/2)

Outsourcing Process

- Home > Supporting Documents

CATEGORIES

- Attachments for outsourcing 1
- Manuals 1
- Supporting Documents 5

Supporting Documents

SINTESI RILASCI MAGGIO 2022 - Summary releases May 2022 3

Il documento rappresenta in sintesi le principali novità introdotte con il rilascio previsto alla data di riferimento - - - The document summarizes the main innovations introduced with the release foreseen on the reference date

Authored by SINISCALCHI ROBERTO • a day ago

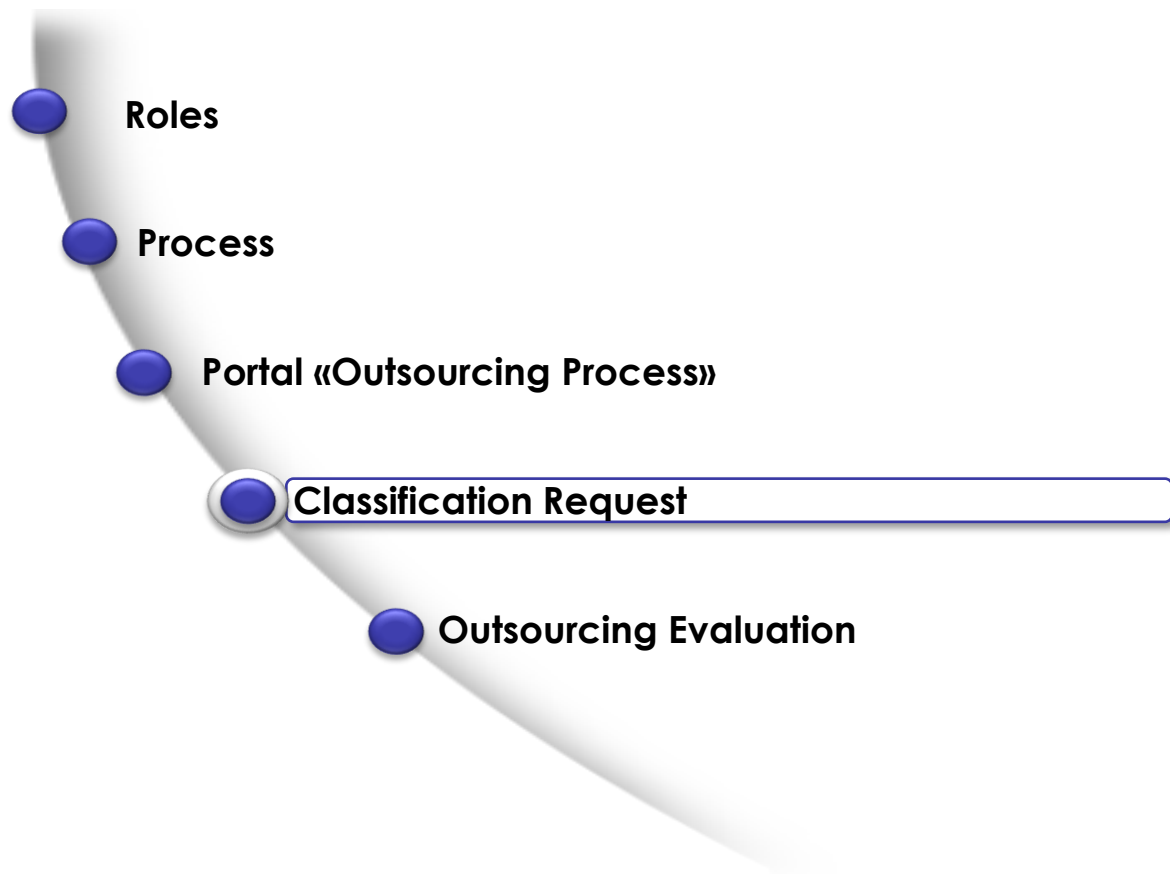
DEFINIZIONI PROCEDURA OUTSOURING - Outsourcing Procedure definitions

La tabella rappresenta in sintesi quali sono le voci da selezionare in fase di avvio di una istruttoria (OCR) per indicare se siamo di fronte ad un rinnovo, ad una rivalutazione o ad un nuovo contratto, o in caso di rivalutazioni, cioè quando si avvia una istruttoria da

Authored by SINISCALCHI ROBERTO • 1 View • a day ago

2 Select the category of interest

3 Select the article of interest



Classification Request – View requests

Outsourcing Process

Home > Outsourcing Reque...



2

Personal

Your office

Requests I follow

Show:

1



Outsourcing



Classification



SEARCH
AND FILTER

3

NUMBER

CREATED

INITIATIVE NAME

ASSIGNED TO

UPDATED

STATE

FINAL OUTCOME

4

OCR000001537	26/11/2020 17:17:25	ppppp	MASSIGNAN MARINA	26/11/2020 17:18:53	Closed	Outsourcing
OCR000001535	26/11/2020 16:57:08	fggfdtfgl	MASSIGNAN MARINA	26/11/2020 16:57:33	New	
OCR000001534	26/11/2020 16:49:35	va12312321	MASSIGNAN MARINA	26/11/2020 16:49:48	Closed	Supply
OCR000001533	26/11/2020 16:39:03	var id = oer.insert();	MASSIGNAN MARINA	26/11/2020 16:39:24	Closed	Outsourcing
OCR000001532	26/11/2020 16:32:40	testt fra	MASSIGNAN MARINA	26/11/2020 16:33:11	Closed	Outsourcing
OCR000001530	25/11/2020 19:11:38	tesssst	MASSIGNAN MARINA	25/11/2020 19:12:58	Closed	Outsourcing
OCR000001528	25/11/2020 14:58:52	test screen c	MASSIGNAN MARINA	25/11/2020 15:00:29	Closed	Outsourcing
OCR000001527	25/11/2020 14:40:08	Test Manuale		25/11/2020 16:46:17	New	
OCR000001522	24/11/2020 14:14:04	u_process_owner_department	MASSIGNAN MARINA	24/11/2020 14:15:27	Closed	Outsourcing
OCR000001521	24/11/2020 11:50:28		TRALDI SOFIA	24/11/2020 11:50:41	Draft	

Through the «My Requests» button of the Outsourcing Process Portal you can access the view of the requests (according to the enabling of each profile)

- 1 Select «Classification»
- 2 Select:
 - «Personal» to display the requests generated by me
 - «Your office» to display all the requests generated by my branch/office
 - «Requests I follow» to display all the requests that I follow
- 3 Click on the field names at the top of the columns to sort the requests
- 4 Select the request of interest to access it

Classification Request - Registration of the Request

Outsourcing Process Menu

Home > Form

Classification Request - new record

Classification Request

Number

Language

Outsourcing Referent

Structure/Function of Outsourcing Referent

Phases

Outsourcing Coordinator

Company *

Outsourcing Governance Referent

1 Activity summary

Outsourcing Classification

Activity details

Tracking

2 **SAVE DRAFT** **3** **ASSIGN TO COORDINATOR**

4 **DOWNLOAD VADEMECUM**

5 **DOWNLOAD BREVET**

Status

Request not created

You will see here the timeline when the request is created

All fields shown in the form are mandatory.
The gray fields are read-only

- 1 Form section of Classification Request
- 2 The Outsourcing Referent can click on the «Save Draft» button without filling in all the fields. The request in this state is visible only to the Referent.
- 3 The request by the «Assign to Coordinator» button is sent to the Outsourcing Coordinator
- 4 By selecting «Download Vademecum» you access to the group guidelines on outsourcing
- 5 By selecting «Download Brevet» you access to the document summarising instructions to act R.1

Classification Request - Registration of the Request – Focus buyer involvement

Is the Central Purchasing Department involved in Sourcing? * (?)

Yes

Is the Central Purchasing Department involved in the conclusion of the Contract? * (?)

Yes

Structure *



0171123 - DC AC ACQUISTI SIST APPLI...

Buyer *

✕ COITA PAOLO

Buyer Manager



FORTUNATO ROBERTO

Proposed date for closing Sourcing (counterparty selection activity) *

15/12/2021



Tracking

SAVE DRAFT

ASSIGN TO COORDINATOR

In case of **DCA involvement**, the O.R. must fill in the following fields:

- **“Is the Central Purchasing Department involved in Sourcing?”**

If this field is valued with «No», the field «Is the Central Purchasing Department involved in the conclusion of the Contract?» is automatically enhanced to «No»

- **“Is the Central Purchasing Department involved in the conclusion of the Contract?”**

If this field is valued with «Yes», the field «Is the Central Purchasing Department involved in Sourcing?» is automatically enhanced to «Yes»

- **«Structure»**
- **«Buyer»**
- **«Proposed date for closing Sourcing (counterparty selection activity)»**

Classification Request - Registration of the Request – Focus new fields (1/2)

1

Contract * ?

Revaluation

Place of activity * ?

Supplier

Expected date of subscription of new contract/renewal/revaluation *

15/12/2021

-- None --

Activities involving links/interconnections with the Bank's technical systems * ?

-- None --

Activities concerning key aspects of the credit disbursement process * ?

-- None --

2

Sub-outsourcing not of FEI or substantial part of FEI * ?

Yes

3

Sub-outsourcing - FEI or a substantial part of a FEI * ?

Yes

"Sub-Outsourcing": an agreement by which the supplier (outsourcee) entrusts a third party supplier, in whole or in part, to carry out activities that are already the subject of an outsourcing contract. To be valued to Yes only if there is a subcontractor not of FEI or a substantial part of FEI

To be evaluated with Yes only if there is a subcontractor of FEI or a substantial part of FEI

- 1 The «Contract» field can be filled in with: new/renewal/revaluation
- 2 The «Sub-outsourcing not of FEI or substantial part of FEI» field is to be valued to 'Yes' if there is a subcontractor not of FEI
- 3 The «Sub-outsourcing – FEI or a substantial part of a FEI» field is to be valued to 'Yes' if there is a subcontractor of FEI

Classification Request - Registration of the Request – Focus new fields (2/2)

1

Currency *

CHF

Total Contract Value *

55

Total Contract Value (EUR)

52,8

2

Currency *

CHF

Estimated Budget Availability *

77

Estimated Budget Availability (EUR)

73,92

- 1 For the total contract value, 3 fields have been inserted: currency, total contract value, total contract value (EUR)
- 2 For the estimated budget availability, 3 fields have been inserted: currency, estimated budget availability, estimated budget availability (EUR)

Classification Request – Submitted Request

Outsourcing Process Menu

Home > My Requests > OCR000001538

OCR000001538

Classification Request

Number OCR000001538	Language not ITA
Outsourcing Referent ORLIĆ JOVO	Structure/Function of Outsourcing Referent E220947 - PROCUREMENT OFFICE
State New	Outsourcing Coordinator SRETENOVIC VLADIMIR
Outsourcing type* Intragroup Outsourcing	Outsourcing reason* ? Membership of policies and projects at Group level
Contract* New	Capital Budget* Yes
Place of activity* Supplier	Capital budget document number* 60

DOWNLOAD VADEMECUM

Status

- Draft
- New
- Closed
- Locked

Attachments

Drop files here

- 1 The fields are not editable by the Outsourcing Referent when the request is assigned to the Outsourcing Coordinator
- 2 Progress of the request
- 3 Section dedicated to the download and insertion of any attachments

Classification Request – Outsourcing Coordinator >

Classification Phase (1/2)

The screenshot displays the 'Outsourcing Process' web application interface. At the top, a green header bar contains the title 'Outsourcing Process' and a 'Menu' icon. Below the header, a breadcrumb trail shows 'Home > My Requests > OCR000001535'. The main content area is divided into two sections. The left section, titled 'Classification Request', contains a form with the following fields: 'Number' (OCR000001535), 'Language' (ITA), 'Outsourcing Referent' (TRALDI SOFIA), 'State' (New), 'Outsourcing type' (Extragruppo), 'Structure/Function of Outsourcing Referent' (0171206 - DAG PROG AUDIT COMPLIA...), 'Outsourcing Coordinator' (MASSIGNAN MARINA), and 'Outsourcing reason' (Membership of policies and projects at Group level). The right section, titled 'DOWNLOAD VADEMECUM', shows the 'Status' of the request as 'Draft', 'New', 'Closed', and 'Locked'. Below the form, a dashed box highlights the 'Activity summary' section, which includes 'Outsourcing Classification', 'Activity details', and 'Tracking'. At the bottom, a row of buttons is shown: 'SAVE', 'ASSIGN TO OUTSOURCING GOVERNANCE', 'CREATE OUTSOURCING REQUEST', 'RETURN TO REFERENT', 'SUPPLY', and 'PREVIEW PDF'. A large blue arrow points from the 'CREATE OUTSOURCING REQUEST' button towards the list of instructions on the right.

1 Activity summary

2 Outsourcing Classification

Activity details

Tracking

3 SAVE ASSIGN TO OUTSOURCING GOVERNANCE CREATE OUTSOURCING REQUEST

4 RETURN TO REFERENT SUPPLY PREVIEW PDF

- 1 The Outsourcing Coordinator can edit all the fields inserted on the request by the Outsourcing Referent
- 2 By clicking on the «Save» button the request is updated with the data entered by the Outsourcing Coordinator
- 3 The Outsourcing Coordinator can:
 - assign the classification of the request to the Outsourcing Governance group using the «Assign to Outsourcing Governance» button
 - classify the request as outsourcing by the «Create Outsourcing Request» button
 - Return the request to the Outsourcing Referent by the «Return to Referent» button. It is mandatory to enter a **reason**.
 - classify the request as outsourcing by the «Supply» button. It's mandatory to enter a **reason**.

Classification Request – Outsourcing Coordinator >

Classification Phase (2/2)

Outsourcing Process Menu

Home > My Requests > OCR000001535

OCR000001535

Classification Request

Number
OCR000001535

Outsourcing Referent
TRALDI SOFIA

State
New

Outsourcing type*
Extragruppo

Language
ITA

Structure/Function of Outsourcing Referent
0171206 - DAG PROG AUDIT COMPLIA...

Outsourcing Coordinator
MASSIGNAN MARINA

Outsourcing reason* ⓘ
Membership of policies and projects at Group level

DOWNLOAD VADEMECUM

Status

- Draft
- New
- Closed
- Locked

1

Activity summary

Outsourcing Classification

Activity details

Tracking

2 **3**

SAVE ASSIGN TO OUTSOURCING GOVERNANCE CREATE OUTSOURCING REQUEST

RETURN TO REFERENT SUPPLY **4** PREVIEW PDF

N.B. Before proceeding with the **outsourcing**, the Coordinator must wait for the notification that confirms the taking charge of the request by a GO user.

- 4** By clicking on «Preview PDF» the PDF of the request is generated (eg. OCR000001535) downloadable from the attachments section

Classification Request – Outsourcing Governance (1/4)

INTESA SANPAOLO Service Management

Filter navigator

Classification Requests

Open Requests

Suspended Request

Closed Request

Locked Request

Classification Requests Search Number Search

All > Active = true > State != Locked > State != On Hold

Number	State	Assigned to	Assignment group	Final Outcome	Previous Group On Hold	Initiative Name
OCR000001538	New	SRETENOVIC VLADIMIR	Outsourcing - Outsourcing Coordinator	(empty)		Test guida utente
OCR000001535	New	MASSIGNAN MARINA	Outsourcing - Outsourcing Coordinator	(empty)		figfdfigf
OCR000001529	New	(empty)	Outsourcing - DISB SISTEMI GOVERNANCE IN...	(empty)		Test DISB

- 1 The GO group user accesses the ServiceNow backend and selects the «Open Requests» module in «Classification Requests»
- 2 Select the task of interest to view its details and edit the fields

Classification Request – Outsourcing Governance (2/4)

Classification Request - OCR00001331

Save Assign to Compliance Assign to me Back to Referent Create Outsourcing Request Supply On Hold Lock Preview PDF

3

Number	OCR00001331	Language	not ITA
Outsourcing Referent	POLI FRANCESCO ⓘ	Structure/Function of Outsourcing Referent	0171206 - DAG PROG AUDIT COMPLIANCE TUTI ⓘ
Phases	New	Outsourcing Coordinator	SINISCALCHI ROBERTO ⓘ
Company	INTESA SANPAOLO S.P.A. ⓘ	Outsourcing Governance Referent	
Branch and Company	INTESA SANPAOLO S.P.A. - No Branch	* Outsourcing reason	Cost reduction ▼

- 3** The GO group user can:
- assign the classification of the request to Compliance by the «Assign to Compliance» button
 - become the assigned GO user by the «Assign to me» button

N.B. The **assignment by GO** is mandatory so that the Coordinator can proceed with the **outsourcing**.

- Return the request to the referent by the “Back to Referent” button
- classify the request as outsourcing by the «Create Outsourcing Request» button
- classify the request as a supply by the «Supply» button. It’s mandatory to insert a **reason**.
- suspend the request (only GO can reactivate it)
- permanently block the request

Classification Request – On hold Outsourcing Governance (3/4)²²

Classification Request
OCR000001802

6

4

On Hold

Save

Follow

Lock

Preview PDF

ⓧ To set the Request on hold, it is mandatory to fill in the "On Hold reason" field and insert an attachment

Number: OCR000001802

Language: ITA

Outsourcing Referent: MASSIGNAN MARINA ⓘ

Structure/Function of Outsourcing Referent: 0171206 - DAG PROG AUDIT COMPLIANCE TL ⓘ

Activity summary | Outsourcing Classification | Activity details | Lock/On Hold Reason | Tracking

* On Hold reason: test

Lock reason

To set a request on hold, the GO user:

- 4 Press «On hold» button
- 5 Edit the mandatory field «On hold reason» in the «Lock/On Hold Reason» tab
- 6 Insert an attachment and press the «On hold» button again

Classification Request – Lock Outsourcing Governance (4/4)

23

Classification Request
OCR000001802

Manage Attachments (1): [Nota Cliente.docx](#) [rename] [view]

To lock the Request, it is mandatory to fill in the "Lock reason" field and insert an attachment

Number: OCR000001802 Language: ITA

Outsourcing Referent: MASSIGNAN MARINA Structure/Function of Outsourcing Referent: 0171206 - DAG PROG AUDIT COMPLIANCE TL

Phases: New Outsourcing Coordinator:

Activity summary Outsourcing Classification Activity details Lock/On Hold Reason Tracking

On Hold reason: test

* Lock reason: prova

To lock a request, the GO user:

- 7 Press «Lock» button
- 8 Edit the mandatory field «Lock reason» in the «Lock/On Hold Reason» tab
- 9 Insert an attachment and press the «Lock» button again

Classification Request – Compliance

INTESA  SANPAOLO Service Management

Filter navigator

1 **Classification Requests**

- Open Requests
- Suspended Request
- Closed Request
- Locked Request

Classification Requests Search Opened Search

All > Active = true > State != Locked > State != On Hold

2

	Number	State	Assigned to	Assignment group	Initiative Name
☐	OCR000001538	New	SRETENOVIC VLADIMIR	Outsourcing - Outsourcing Coordinator	Test guida utente
☐	OCR000001535	New	MASSIGNAN MARINA	Outsourcing - Outsourcing Coordinator	fggfdgfg
☐	OCR000001529	New	(empty)	Outsourcing - DISB SISTEMI GOVERNANCE IN...	Test DISB

- 1 The Compliance Function user accesses the ServiceNow backend and selects the form «Open Requests» module in «Classification Requests»
- 2 Select the task of interest to view its details
- 3 The Compliance Function user can:
 - classify the request as outsourcing by the «Create Outsourcing Request» button
 - classify the request as supply by the «Supply» button. It's mandatory to insert a **reason**.

Filter navigator

Classification Request - OCR000001527

Manage Attachments (2): [Prova.docx](#) [view] [OCR000001527.pdf](#) [view]

3

Create Outsourcing Request Supply Preview PDF

Number: OCR000001527

Outsourcing Referent: TRALDI SOFIA

State: New

Outsourcing type: Non-group outsourcing

Contract: New

Place of activity: Company

Expected date of subscription of new contract/renewal: 14/11/2020

Server properties where the Bank's data/information will pass through: Subcontractor

Language: ITA

Structure/Function of Outsourcing Referent: 0171206 - DAG PROG AUDIT COMPLIANCE TUTI

Outsourcing Coordinator: MASSIGNAN MARINA

Outsourcing reason: Membership of policies and projects at Group I

Capital Budget: Yes

Capital budget document number: 54

Essential technical skills for carrying out the activity: Supplier

Activities involving links/interconnections with the Bank's technical content: Yes

Classification Request – Outsourcing Coordinator > Foreign Users

Outsourcing Process

Home > My Requests > OCR000001538

OCR000001538

Classification Request

Number: OCR000001538

Language: not ITA

Outsourcing Referent: ORLIĆ JOVO

Structure/Function of Outsourcing Referent: E220947 - PROCUREMENT OFFICE

State: New

Outsourcing Coordinator: SRETENOVIC VLADIMIR

Outsourcing type*: Intragroup Outsourcing

Outsourcing reason*: Membership of policies and projects at Group level

Contract*: New

Capital Budget*: Yes

Place of activity*: Supplier

Capital budget document number*: 60

Status

Draft

New

Closed

Locked

Attachments

Drop files here

Activity summary

Outsourcing Classification

Activity details

Tracking

SAVE

ASSIGN TO DISB SIST GOVERNANCE STRATEG

PREVIEW PDF

Only in cases of requests opened by foreign users, the Outsourcing Coordinator, before proceeding with the classification process (see slides 13 to 15), must request the opinion of DISB Function

- 1 The Outsourcing Coordinator can edit all the fields entered on the request by the Outsourcing Referent
- 2 By clicking on the «Save» button the request is updated with the data entered by the Outsourcing Coordinator
- 3 The Outsourcing Coordinator assign the request to DISB Function

Classification Request – DISB Function > Foreign Users

OCR000001433

Classification Request

Number
OCR000001433

Language
not ITA

Outsourcing Referent
TRALDI SOFIA

Structure/Function of Outsourcing Referent
0171206 - DAG PROG AUDIT COMPLIA...

Phases
New

Outsourcing Coordinator
MASSIGNAN MARINA

Company *
INTESA SANPAOLO S.P.A.

Outsourcing Governance Referent

Branch and Company
INTESA SANPAOLO S.P.A. - No Branch

Compliance User

Outsourcing type * (?)

DISB User
BARDY LUBOS

1 ASSIGN TO ME PREVIEW PDF

2

3 APPROVE REQUEST REJECT REQUEST PREVIEW PDF

DOWNLOAD VADEMECUM

DOWNLOAD BREVET

Status
Draft
New
Closed
Locked

Attachments

DISB Function is involved in the process only in the case of requests opened by foreign users. The user of DISB Function:

- 1 Presses the button «Assign to me» to take charge of the request
- 2 The «DISB User» field is populated with the name of the user who took charge of the request.
- 3 Can:
 - approve the request using the «Approve Request» button; in this case the request goes to the Outsourcing Coordinator for classification
 - reject the request using the «Reject Request» button; in this case the process ends

N.B. If the user of the DISB function does not approve/refuse the request within 3 days from the receipt of the request, he will receive a reminder

Classification Request – Audit Profile

INTESA SANPAOLO Service Management

1 Filter navigator

Classification Requests

- Open Requests
- Suspended Request
- Closed Request
- Locked Request

Outsourcing Requests

- Opened Outsourcing Requests
- Suspended Outsourcing Requests
- Closed Outsourcing Requests
- Locked Outsourcing Request

Classification Requests

Search:

Active = true > State != Locked > State != On Hold

Number	State	Assigned to	Assignment group	Initiative Name	Structure/Function of Outsourcing Referent
OCR000001538	New	SRITENOVIC VLADIMIR	Outsourcing - Outsourcing Coordinator	Test guida utente	E220947 - PROCUREMENT OFFICE
OCR000001535	New	MASSIGNAN MARINA	Outsourcing - Outsourcing Coordinator	fggdfgfg	0171206 - DAG PROG AUDIT COMPLIANCE TUTE...
OCR000001529	New	(empty)	Outsourcing - DISB SISTEMI GOVERNANCE IN...	Test DISB	E220947 - PROCUREMENT OFFICE
OCR000001527	New	(empty)	Outsourcing - COMPLIANCE	Test Manuale	0171206 - DAG PROG AUDIT COMPLIANCE TUTE...
OCR000001526	New	SRITENOVIC VLADIMIR	Outsourcing - Outsourcing Coordinator	test ordval	E220947 - PROCUREMENT OFFICE
OCR000001520	New	SRITENOVIC VLADIMIR	Outsourcing - Outsourcing Coordinator	test messaggi errore	(empty)
OCR000001510	New	(empty)	Outsourcing - Governo Outsourcing	Test valute	(empty)

2

3

Classification Request - OCR000001538

Number: OCR000001538

Outsourcing Referent: ORLIC JOVO

State: New

Outsourcing type: Intragroup Outsourcing

Contract: New

Place of activity: Supplier

Expected date of subscription of new contract/renewal: 27/11/2020

Server properties where the Bank's data/information will pass through: Company

Management skills essential to the performance of the activity: Company

Organization of the activity: Supplier

Language: not ITA

Structure/Function of Outsourcing Referent: E220947 - PROCUREMENT OFFICE

Outsourcing Coordinator: SRITENOVIC VLADIMIR

Outsourcing reason: Membership of policies and projects at Group I

Capital Budget: Yes

Capital budget document number: 60

Essential technical skills for carrying out the activity: Company

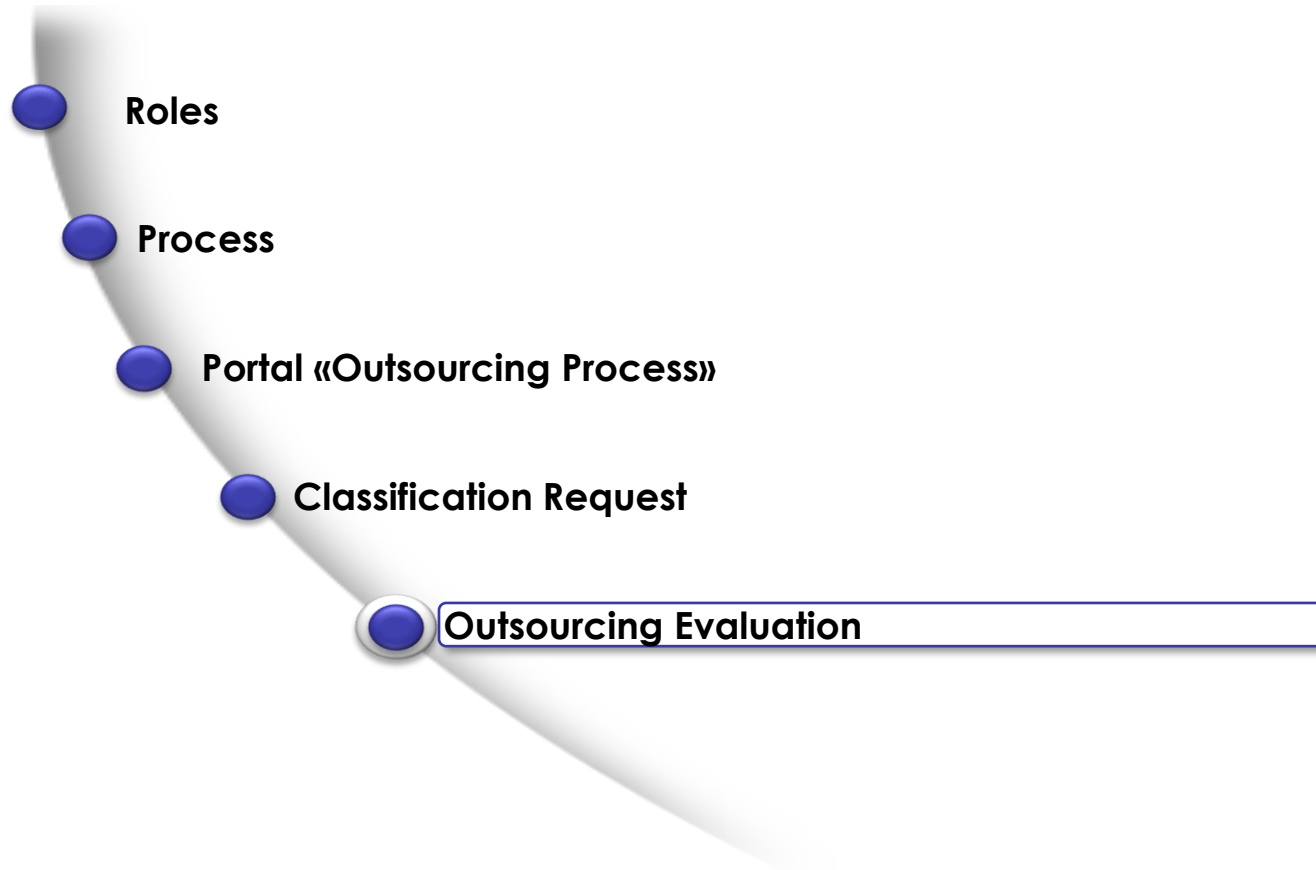
Activities involving links/interconnections with the Bank's technical systems: Yes

Activities concerning key aspects of the credit disbursement process: Yes

- The Audit group's user accesses the ServiceNow backend and can act in read-only mode in «Classification Request» by selecting the modules:
 - «Open Requests»
 - «Suspended Requests»
 - «Closed Requests»
 - «Locked Requests»

- Select the task of interest

- All the fields of the task are viewable but not editable



Outsourcing Evaluation – View requests

Outsourcing Process

Home > Outsourcing Reque...

Menu

2

Personal Your office Requests I follow

1 Show:

☒ Outsourcing ☐ Classification

SEARCH AND FILTER

3

NUMBER △ ▽	CREATED △ ▽	INITIATIVE NAME △ ▽	ASSIGNED TO △ ▽	UPDATED △ ▽	STATE △ ▽
OUTREQ0001397	26/11/2020 17:47:28	test 77	TRALDI SOFIA	26/11/2020 17:47:28	Draft
OUTREQ0001396	26/11/2020 17:18:53	ppppp	TRALDI SOFIA	26/11/2020 17:18:57	Draft
OUTREQ0001395	26/11/2020 16:39:24	var id = oer.insert();	TRALDI SOFIA	26/11/2020 16:39:33	Draft
OUTREQ0001394	26/11/2020 16:33:11	testit fra	TRALDI SOFIA	26/11/2020 16:33:15	Draft
OUTREQ0001393	25/11/2020 19:12:58	tesssst		25/11/2020 19:36:59	Validating
OUTREQ0001392	25/11/2020 15:00:29	test screen c	TRALDI SOFIA	26/11/2020 14:34:18	On hold
OUTREQ0001386	24/11/2020 14:15:27	u_process_owner_department	TRALDI SOFIA	24/11/2020 14:15:36	Draft
OUTREQ0001385	24/11/2020 11:32:30	test 77		26/11/2020 17:39:31	Closed
OUTREQ0001384	24/11/2020 11:00:24	test 77		24/11/2020 11:31:45	Closed

4

By clicking on the «My Requests» button of the Outsourcing Process Portal, you can access the view of requests (according to the specific enabling of each profile)

- 1 Select «Outsourcing»
- 2 Select:
 - «Personal» to display the requests generated by me
 - «Your office» to display all the requests generated by my branch/office
 - «Requests I follow» to display all the requests that I follow
- 3 Click on the field names at the top of the columns to sort the requests
- 4 Select the request of interest to access it

Outsourcing Evaluation – Export requests Outsourcing Coordinator

The screenshot shows the interface for the Outsourcing Coordinator. At the top, there are three tabs: 'Personal' (highlighted with a green background and a blue circle '2'), 'Your office', and 'Requests I follow'. Below the tabs, there is a 'Show:' section with two radio buttons: 'Outsourcing' (selected with a green dot and a blue circle '1') and 'Classification'. To the right of the 'Show:' section, there are two buttons: 'SEARCH AND FILTER' (with a magnifying glass icon) and 'EXPORT' (with a download icon and a blue circle '3').

NUMBER ▲ ▼	CREATED ▲ ▼	INITIATIVE NAME ▲ ▼	ASSIGNED TO ▲ ▼	UPDATED ▲ ▼	PHASES ▲ ▼
OUTREQ0007769	02/05/2022 15:05:07	Canada	MASSIGNAN MARINA	02/05/2022 15:05:08	Draft
OUTREQ0007768	28/04/2022 10:48:02	TEST FRANCESCO ID 98		28/04/2022 11:48:03	Evaluation

The Outsourcing Coordinator can export requests from the «Personal» tab and the «Your office» tab.

- 1 Select «Outsourcing»
- 2 Select «Personal»/ “Your office” tab
- 3 Select “Export” to export the requests

Outsourcing Evaluation – Draft Status Outsourcing Referent

Outsourcing Process

Home > My Requests > OUTREQ0001397

test 77

Outsourcing Evaluation

1

Number: OUTREQ0001397

State: Draft

Contract*: New

Place of activity*: Company

Expected date of subscription of new contract/renewal*: 26/11/2020

Server properties where the Bank's data/information will pass* through: Company

Classification Request: OCR000001519

Previous outsourcing number: OUTREQ0001385

Language: ITA

Structure/Function of Outsourcing Referent: 0171206 - DAG PROG AUDIT COMPLIA...

Outsourcing Coordinator: MASSIGNAN MARINA

Outsourcing reason*: Membership of policies and projects at Group level

Outsourcing type*:

6

Status

- ☐ Draft
- ☐ Evaluation
- ☐ Consolidate
- ☐ Validating
- ☐ Solution Selected
- ☐ Finalization
- ☐ Closed
- ☐ Locked

2

Activity summary

Outsourcing Classification

Activity details

Control details (Contract)

Risks and Safeguards

Tracking

3

5

4

Suppliers

ADD

Supplier type	Company Name	Registration Number (ex. VAT Number, EIN Number, Company Number)	Taxpayer ID or Ind
Supplier	Acne Verdi SPA	00000000002	00000000002

- 1 Sections inherited from the Classification Request and, therefore, the related fields are already filled in
- 2 New sections to be filled in mandatorily
- 3 Click the «Save» button to save the new information entered
- 4 Click the «Add» button to enter information relating to the supplier / suppliers  Focus Slide 31
- 5 By clicking on the «Assign to Coordinator» button the request is sent to the Outsourcing Coordinator.

Outsourcing Evaluation – Draft Status Outsourcing Referent

Outsourcing Process Menu

Home > My Requests > OUTREQ0001397

test 77

Outsourcing Evaluation

Number OUTREQ0001397	Classification Request OCR000001519
State Draft	Previous outsourcing number OUTREQ0001385
Contract * New	Language ITA
Place of activity * Company	Structure/Function of Outsourcing Referent 0171206 - DAG PROG AUDIT COMPLIA...
Expected date of subscription of new contract/renewal * 26/11/2020	Outsourcing Coordinator MASSIGNAN MARINA
Server properties where the Bank's data/information will pass * through Company	Outsourcing reason * ⓘ Membership of policies and projects at Group level
	Outsourcing type * ⓘ

Attestation of Documentation

Attestation of Documentation - Draft Referent *

Yes

SAVE ASSIGN TO COORDINATOR

7 Status

- ☒ Draft
- ☐ Evaluation
- ☐ Consolidate
- ☐ Validating
- ☐ Solution Selected
- ☐ Finalization
- ☐ Closed
- ☐ Locked

6 At the push of the button «Assign to Coordinator», the O.R. must fill in the field «Attestation of Documentation - Draft Referent» with 'yes' to continue.

7 Request advance

N.B. The request can be assigned to the Coordinator only after the Referent has entered at least one supplier

Outsourcing Evaluation – Draft Status Outsourcing Referent – Focus buyer

Buyer Manager



FORTUNATO ROBERTO



Proposed date for closing Sourcing (counterparty selection activity) *

15/12/2021

Sourcing activity completed *

Yes



Sourcing (counterparty selection activity) * ?

test

Share draft contract with supplier *

Yes



Contract * ?

test

In case of **DCA involvement**, the O.R. has to fill in the following fields:

- Sourcing activity completed
- Sourcing (counterpart selection activity)
- Share draft contract with supplier
- Contract

Outsourcing Evaluation – Draft Status Outsourcing Referent – Vendor Lock-in Risk

1

Vendor Lock-in Risk (It is possible to replace the Supplier) *

No

Vendor lock-in risk (degree of supplier substitutability) *

Impossible

Vendor lock-in risk (possibility to reintegrate the outsourced function) *

Impossible

2

Vendor Lock-in Risk (It is possible to replace the Supplier) *

Yes

Vendor lock-in risk (degree of supplier substitutability) *

Easy

Vendor lock-in risk (possibility to reintegrate the outsourced function) *

Difficult

1

If the field "Vendor Lock-in Risk (It is possible to replace the Supplier)" is filled in with 'NO': the two fields below are automatically filled in with IMPOSSIBLE

2

If the field "Vendor Lock-in Risk (It is possible to replace the Supplier)" is filled in with 'YES': the two fields below can be filled in only with "easy" / "difficult"

Outsourcing Evaluation – Draft Status Outsourcing Referent – Automation called in charge “Dirigente Preposto” and priority request

Priority Request *

The request is to be considered a priority only in the presence of exogenous restrictions to be specified in the dedicated field

Priority Motivation *

The outsourced Function is sensitive to Law No.262/2005 "Dirigente Preposto" *

The R.O. has to fill in the fields:

- «Priority Request» with yes/no. In case of affirmative answer, the obligatory field «Priority Motivation» is to be valued with one of the following options appears: Regulatory/legislative restriction; Restriction linked to the availability of the budget; Restriction linked to a project of strategic importance.
- “The outsourced Function is sensitive to Law No.262/2005 Dirigente Preposto» with yes/no. If the answer is yes and the company is surveyed in a dynamic matrix among those for which the automation is expected, the automatic called in charge “Dirigente Preposto” is generated **when the Referent assigns the request to the Coordinator.**

Outsourcing Evaluation – Draft Status Supplier Section

Outsourcing Process
Menu

[Home](#) > [My Requests](#) >

Supplier Section - new record

Delete	Supplier type	Company Name
✖	Supplier	Acme Verdi SPA

1
Supplier Section

Supplier type*

-- None --
▼

☐ Supplier not in list?

Supplier - Company Name* ⓘ

▼

Outsourcing Request

test 77
▼

Registration Number (ex. VAT Number, EIN Number, Company Number)

Country of registration - registered address

▼

Taxpayer ID or Individual Tax Identification Number

European VAT Number

Strengths/weaknesses* ⓘ

Report relevant requirements/criteria/parameters for supplier selection*

BACK TO REQUEST
INSERT SUPPLIER AND GO BACK
INSERT SUPPLIER AND STAY

Required information: Supplier type Supplier - Company Name Strengths/weaknesses

Report relevant requirements/criteria/parameters for supplier selection

- 1 The Outsourcing Referent in Draft status can insert:
- a supplier in the list by selecting it from the «Supplier – Company name» field.

The list of selectable suppliers varies according to the **outsourcing type** (intragroup/extra-group outsourcing). If a supplier is selected in the list, all fields will be automatically filled in except for the fields «Strengths / weaknesses» e «Report relevant requirements/criteria/parameters for supplier selection» which are mandatory fields to be filled in manually.

Outsourcing Evaluation – Draft Status Supplier Section

Outsourcing Process

Home > My Requests >

Supplier Section - new record

1

Supplier Section

Supplier type*

-- None --

☐ Supplier not in list?

Supplier - Company Name* ⓘ

Registration Number (ex. VAT Number, EIN Number, Company Number)

Taxpayer ID or Individual Tax Identification Number

European VAT Number

Strengths/weaknesses* ⓘ

Report relevant requirements/criteria/parameters for supplier selection*

Outsourcing Request

test 77

Country of registration - registered address

Delete

Supplier type

Company Name

✗

Supplier

Acme Verdi SPA

BACK TO REQUEST

INSERT SUPPLIER AND GO BACK

INSERT SUPPLIER AND STAY

Required information

Supplier type

Supplier - Company Name

Strengths/weaknesses

Report relevant requirements/criteria/parameters for supplier selection

- 1 The Outsourcing Referent in Draft status can insert:
- a supplier not in the list by selecting the «Supplier not in list?» field; in this case all fields are manually filled in and mandatory

Note: in draft status it is mandatory to enter at least one supplier. In addition, a given supplier can be entered once and only once.

Outsourcing Evaluation – Draft Status Outsourcing Coordinator – Automation called in charge “Dirigente Preposto”

Attestation of Documentation

Attestation of Documentation - Draft Referent

Yes

Feedback required by GO

Function name external to the Procedure

Dirigente Preposto

External Function Feedback *

Tracking

Opened

22/12/2021 20:35:08

Closed

- 1 If you generate the automation called in charge “Dirigente Preposto”:
 - The «Function name external to the Procedure» field is automatically filled with «Dirigente Preposto»
 - The Coordinator is obliged to fill in the «External Function Feedback» field in order to continue

Outsourcing Evaluation – Draft Status Outsourcing Coordinator

Outsourcing Process

Home > My Requests > OUTREQ0001397

test 77

Outsourcing Evaluation

Number: OUTREQ0001397

State: Draft

Contract: New

Place of activity: Company

Expected date of subscription of new contract/renewal: 26/11/2020

Server properties where the Bank's data/information will pass through: Company

Classification Request: OCR000001519

Previous outsourcing number: OUTREQ0001385

Language: ITA

Structure/Function of Outsourcing Referent: 0171206 - DAG PROG AUDIT COMPLIA...

Outsourcing Coordinator: MASSIGNAN MARINA

Outsourcing reason: Membership of policies and projects at Group level

Outsourcing type: ?

Attestation of Documentation

Attestation of Documentation - Draft Referent: Yes

Attestation of Documentation - Draft Coordinator: Yes

Tracking

SAVE **EDIT REFERENT** **RETURN TO REFERENT** **SEND TO GO FOR ATTACHMENT REVIEW**

Status

- Draft
- Evaluation
- Consolidate
- Validating
- Solution Selected
- Finalization
- Closed
- Locked

- 1 The Outsourcing Coordinator can edit the fields previously filled by the Outsourcing Referent in all sections of the form, including the section concerning the Supplier
- 2 Click on the «Save» button to save the new information entered
- 3 Click on the «Return to Referent» button to return the request to the Referent by entering a mandatory reason.
- 4 Using the «Send to GO for attachment review» button, O.C. assigns the request to GO user to approve the outsourcing.
At the push of the button, the Coordinator must fill in the field «Attestation of Documentation - Draft Coordinator» with 'yes' to continue.
- 5

Outsourcing Evaluation – Draft Status Outsourcing Governance

The screenshot displays a web interface for Outsourcing Governance. At the top, a horizontal bar contains several action buttons: 'Follow' (with a dropdown arrow), 'Save', 'Assign to Compliance', 'Edit Referent', 'Lock', 'On Hold', 'Require External Opinion', 'Reject documentation', and 'Preview PDF'. A blue circle with the number '2' is positioned above the 'Save' button. Below this bar is a form area enclosed in a dashed blue border. A blue circle with the number '1' is positioned to the left of the form. The form contains several sections with dropdown menus:

- Company's data/information will pass through**
- * Management skills essential to the performance of the activity**: Supplier (dropdown)
- * Organization of the activity**: Supplier (dropdown)
- * Outsourcing reason**: Membership of policies and proje (dropdown)
- * Outsourcing type**: Non-group outsourcing (dropdown)
- * Capital Budget**: No (dropdown)
- * Essential technical skills for carrying out the**: Supplier (dropdown)

- 1 The Outsourcing Governance can edit the fields previously filled by the O.R. / O.C.
- 2 The GO group user can:
 - save using the «Save» button
 - lock the request with the «Lock» button
 - suspend the request with the «On Hold» button
 - request the external opinion with the «Require External opinion» button
 - return the request to R.O. with the «Reject documentation» button
 - Assign the request to Compliance with the «Assign to Compliance» button

Outsourcing Evaluation – Draft Status Compliance (1/3)

The screenshot displays the 'Outsourcing Requests' module. On the left, a sidebar menu shows 'Outsourcing Requests' expanded, with 'Opened Outsourcing Requests' selected (indicated by a blue dashed box and a '1' callout). The main table lists requests, with 'OUTREQ0007616' selected (indicated by a blue dashed box and a '2' callout). Below the table, a row of buttons includes 'Assign to me' (indicated by a blue dashed box and a '3' callout). At the bottom, the 'Outsourcing Evaluation - test' form shows the 'Compliance User' field populated with 'STODUTO LAURA' (indicated by a blue dashed box and a '4' callout).

Outsourcing Requests

Search: Number [Search]

All > Active = true > Phases != Locked > Phases != On Hold

Number Active Phases Initiative Name Supplier-Company Name

	Number	Active	Phases	Initiative Name	Supplier-Company Name
☐	OUTREQ0007616	true	Draft	test	1ST CLASS AGENCY,
☐	OUTREQ0007609	true	Consolidate	test fix	24BOTTLES SOCIETA' BENEFIT SRL,

Outsourcing Evaluation - test

Assign to me Preview PDF

Draft Evaluation Consolidate Validating Solution Selected Finalization Closed

Number: OUTREQ0007616 Classification Request: OCR000001433

Phases: Draft Language: not ITA

Outsourcing Governance Referent: BARDELLINI LAURA

Outsourcing Referent: TRALDI SOFIA

Compliance User: STODUTO LAURA

Structure/Function of Outsourcing Referent: 0171206 - DAG PROG AUDIT COMPLIAI

- 1 Compliance selects the module «Opened Outsourcing Requests» under the section «Outsourcing Requests»
- 2 Select the request of interest
- 3 Press the «Assign to me» button to assign the request
- 4 The “Compliance User” field is the automatically valued with the assigned user

Outsourcing Evaluation – Draft Status Compliance (2/3)

Outsourcing Evaluation - test

Save Compliance Opinion Preview PDF

Draft Evaluation Consolidate Validating Solution Selected Finalization Closed

Number OUTREQ0007616 Classification Request OCR000001433 Phases Draft Language not ITA

Activity summary Outsourcing Classification Activity details Control details Risks and Safeguards Attestation of Documentation Compliance Section

Supplier/Subcontractor Tracking

* COMPLIANCE Opinion - FEI Yes

* Mandatory Motivation test

- 5 Press the «Compliance Opinion» button
- 6 Select the Compliance section
- 7 Fill in the required fields:
 - «Compliance Opinion - FEI» to be valued with 'yes' in case of FEI request and with 'No' in case with NO FEI request
 - «Mandatory Motivation»
- 8 Save the entered data using the «Save» button

Outsourcing Evaluation – Draft Status Compliance (3/3)

< ≡ Outsourcing Evaluation - TEST FRANCESCO

Save Send to Evaluation Preview PDF

9

Draft Evaluation Consolidate Validating Solution Selected Finalization Closed

Number OUTREQ0007592

Classification Request OCR000001405

Phases Draft

Language ITA

< ≡ Outsourcing Evaluation - test

Save Assign to Referent Preview PDF

10

Draft Evaluation Consolidate Validating Solution Selected Finalization Closed

Number OUTREQ0007616

Classification Request OCR000001433

Phases Draft

Language not ITA

9 In case of confirmation of the FEI/NO FEI nature indicated by the Referent, Compliance send the request to evaluation with the «Send to Evaluation» button

10 In case of a different opinion of the FEI/NO FEI nature, Compliance selects the command «Assign to Referent» and the request is returned to the Referent that integrates the fields



Focus Next Slide

Outsourcing Evaluation – Draft Status Outsourcing Referent/Coordinator

Outsourcing Classification

Critical or Important Function (FEI) *

Yes

Reason for FEI Classification *

FEI supports time-critical operational activities (RTO) *

-- None --

Corporate Control Function (FAC) * ?

-- None --

Outsourcing of Cash handling *

-- None --

Outsourcing of the Information System or a critical component of the same * ?

-- None --

SAVE

ASSIGN TO COORDINATOR

PREVIEW PDF

SAVE

SEND TO GO FOR ATTACHMENT REVIEW

PREVIEW PDF

In case of a **different opinion of FEI/NO FEI nature**

The **O.R.:**

- 1 Integrates fields according to the FEI/NO FEI nature indicated by Compliance
- 2 Presses the button «Assign to Coordinator»

The **O.C:**

- 3 Presses the button «Send to GO for attachment review» and the request passes to GO

Outsourcing Evaluation – Evaluation Status Outsourcing Referent/Coordinator (1/3)

test

1 Outsourcing Evaluation

Number OUTREQ0007494	Classification Request OCR000001331
Phases Evaluation	Language not ITA
Outsourcing Governance Referent BARDELLINI LAURA	Outsourcing Referent POLI FRANCESCO
Contract * ? Revaluation	Structure/Function of Outsourcing Referent 0171206 - DAG PROG AUDIT COMPLIA...
Place of activity * ? Supplier	Outsourcing Coordinator SINISCALCHI ROBERTO
Expected date of subscription of new contract/renewal/revaluation 15/12/2021	Company * INTESA SANPAOLO S.P.A.
Branch and Company	

Activity summary
Outsourcing Classification
Activity details
Control details
Risks and Safeguards
Attestation of Documentation
Feedback required by GO
Tracking

SAVE PREVIEW PDF

Status

- Draft
- Evaluation
- Consolidate
- Validating
- Solution Selected
- Finalization
- Closed
- Locked

2 Outsourcing tasks

- OUTTSK000002339
LEGAL • In progress • Evaluation •
- OUTTSK000002340
COMPLIANCE • In progress • Evaluation •
- OUTTSK000002341
RISK • In progress • Evaluation •

- 1 The O.R. / O.C. cannot edit the fields entered when the request is in evaluation status
- 2 Within the request, as many tasks are opened as there are functions called to express their evaluation of the request

Outsourcing Evaluation – Evaluation Status Outsourcing Referent/Coordinator (2/3)

Outsourcing Process

Menu

Home > Outsourcing Requests > OUTREQ0007748 > OUTTSK000005278

OUTTSK000005278

Outsourcing task

Number

OUTTSK000005278

State

In progress

Outsourcing Request *

Gestione archiviazione

Phase

Evaluation

Number

OUTREQ0007748

Assigned to

Evaluation Function *

RISK - INTESA SANPAOLO ASSICURA S...

Submission Observations Date

DD/MM/YYYY HH:mm:ss

Critical or Important Function (FEI)

No

Assignment reminder date

05/05/2022 21:10:51

TASK ASSIGNMENT REMINDER

Status

New

In progress

Closed

Attachments

There are no attachments

The Outsourcing Referent/Coordinator can send a reminder to Evaluation Functions for task assignment.

- Access the task and press the «Task assignment reminder» button.
- When the «Task assignment reminder» button is pressed, the «Assignment reminder date» field is filled in.
N.B. It is possible to send a **second reminder** but for **users other** than the one who sent the first reminder

Outsourcing Evaluation – Evaluation Status Outsourcing Referent/Coordinator (3/3)

Outsourcing Process

Menu

Home > Outsourcing Requests > OUTREQ0007764 > OUTTSK000005231

OUTTSK000005231

Outsourcing task

Number

OUTTSK000005231

State

In progress

Outsourcing Request *

Test Francesco - INC 879

Phase

Evaluation

Number

OUTREQ0007764

Assigned to

SECCHI GIANLUCA

Evaluation Function *

IT Infrastructure

Submission Observations Date

19/04/2022 13:34:13

Critical or Important Function (FEI)

No

Closing reminder date

05/05/2022 22:49:26

5

TASK CLOSING REMINDER

6

Status

New

In progress

Closed

Attachments

There are no attachments

The Outsourcing Referent/Coordinator can send a reminder to Evaluation Functions for task closure in evaluation, 20 days after the task opening.

- 5 Access the task and press the «Task closing reminder» button.
- 6 When the «Task closing reminder» button is pressed, the «Closing reminder date» field is filled in. **N.B.** It is possible to send a **second reminder** but for **users other** than the one who sent the first reminder

Outsourcing Evaluation – Evaluation Status Outsourcing Governance (1/4)

Outsourcing Evaluation - test

Follow Save Back to Draft Lock Preview PDF

1

2

Draft ✓ Evaluation Consolidate Validating Solution Selected Finalization Closed

Number OUTREQ0007494

Phases Evaluation

Outsourcing Governance Referent BARDELLINI LAURA ⓘ

* Contract Revaluation

* Place of activity Supplier

* Expected date of subscription of new 15/12/2021 ⓘ

Classification Request OCR000001331 ⓘ

Language not ITA

Outsourcing Referent POLI FRANCESCO ⓘ

Structure/Function of Outsourcing Referent 0171206 - DAG PROG AUDIT COMPLIANCE TUTI ⓘ

Outsourcing Coordinator SINISCALCHI ROBERTO ⓘ

Company INTESA SANPAOLO S.P.A. ⓘ

1 The Outsourcing Governance can edit the fields entered when the request is in evaluation status

2 The GO group user can:

- save using the «Save» button
- bring the request back to draft state with the «Back to draft» button
- lock the request with the «Lock» button

Outsourcing Evaluation – Evaluation Status Outsourcing Governance (2/4)

Outsourcing Evaluation
Gestione archiviazione

Show SLA Timeline

Outsourcing tasks (7) Task SLAs (1) Times from Referent to Coordinator Times Coordinator to GO in Finaliz...

3

Outsourcing tasks

4

Number	Evaluation Function	Submission Observations Date	Assigned to	State	Phase	Needed Safeguards	Evalu
OUTTSK000005282	SISTEMI INFORMATIVI - INTESA SANPAOLO AS...		(empty)	In progress	Evaluation		
OUTTSK000005281	PRIVACY - INTESA SANPAOLO ASSICURA SPA	29/03/2022 15:59:10	CREPALDI ALESSANDRO	Closed	Evaluation		Necessar nomina :

Outsourcing task
OUTTSK000005282

Follow Update Task Assignment Reminder

5

In progress Closed

Number OUTTSK000005282 State In progress

Outsourcing Request Gestione archiviazione

Phase Evaluation

Number OUTREQ0007748 Assigned to

Evaluation Function SISTEMI INFORMATIVI - INTESA SANPAOLO A

Submission Observations Date

Critical or Important Function (FEI) No

Assignment reminder date 05/05/2022 21:47:12

6

The Outsourcing Governance can send a reminder to Evaluation Functions for task assignment.

- 3 Select tab «Activities»
- 4 Select the task to send the reminder
- 5 Press the «Task assignment reminder» button.
- 6 When the «Task assignment reminder» button is pressed, the «Assignment reminder date» field is filled in.
N.B. It is possible to send a **second reminder** but for **users other** than the one who sent the first reminder

Outsourcing Evaluation – Evaluation Status Outsourcing Governance (3/4)

Outsourcing task
OUTTSK000002728

Follow Update Task Closing Reminder

In progress Closed

Number OUTTSK000002728

Outsourcing Request HUB Confirming platform - ISBD Confirming

Number OUTREQ0007510

Evaluation Function Legal Department ROMANIA

Critical or Important Function (FEI) No

State In progress

Phase Evaluation

Assigned to GRADINARU ROXANA

Submission Observations Date

Closing reminder date 05/05/2022 22:17:00

The Outsourcing Governance can send a reminder to Evaluation Functions for task closure, 20 days after the task opening.

- 7 Select the task and press the «Task closing reminder» button.
- 8 When the «Task closing reminder» button is pressed, the «Closing reminder date» field is filled in. **N.B.** It is possible to send a **second reminder** but for **users other** than the one who sent the first reminder

Outsourcing Evaluation – Evaluation Status Outsourcing Governance (4/4)

Outsourcing task - OUTTSK000004015

Follow Update

10

In progress Closed

Number OUTTSK000004015

Outsourcing Request test compliance

Number OUTREQ0007595

Evaluation Function Cybersecurity and Business Continuity S.I.

Critical or Important Function (FEI) No

Evaluation Function Stand Positive

9 * Documentation

Critical for Business Continuity

Necessary Function opinion outside the procedure

State In progress

Phase Evaluation

Assigned to SECCHI GIANLUCA

Submission Observations Date

Documentation Incompleted ddd

Documentation Incompleted

-- None --

Documentation Completed

Documentation Incompleted

The GO user can edit the «Documentation» field at task level:

9 Edit the «Documentation» field

10 Press the button «Update»

If the documentation is changed from «Incomplete» to «Complete», the countdown for the reminder to the Evaluation Functions is restarted.

Outsourcing Evaluation – Evaluation Status Evaluating functions (1/2)

1 Filter navigator

2 Outourcing tasks

3 Number: OUTREQ0007600

4 Evaluation Function: PRIVACY

5 Evaluation Observation: test

Submission Observations Date

Critical or Important Function (FEI): No

* Evaluation Function Stand: Positive

* Documentation: Documentation Completed

* Subjective role attributed to the Supplier: Data Processor (Responsabile)

* External on call function - specifications: test

* External Function - Structure: Branch

* Department: 0114334 - ABU DHABI

Necessary Function opinion outside the procedure: ☒

- 1** The user of each Evaluation Function accesses the ServiceNow backend and selects the «My Evaluation Function's tasks» module in «Outsourcing tasks»
- 2** Select the task for which the evaluation should be expressed, in which the E.F. has evidence:
- 3** Of the number of the outsourcing request
- 4** Of the FEI/NO FEI nature of the request
- 5** Insert the mandatory fields:
 - “Documentation” field is to be valued with “documentation incomplete” in case the E.F. does not have the documentation necessary for the evaluation.
 - “Subjective role attributed to the supplier” field is present only in PRIVACY task.

Outsourcing Evaluation – Evaluation Status Evaluating functions (2/2)

The screenshot displays the 'Outsourcing tasks' interface. At the top, there's a search bar and a filter navigator. Below, a table lists tasks with columns for Number, State, Evaluation Function, Outsourcing Referent, Phase, Assigned to, and Assignment group. The table shows four tasks in progress, all assigned to RONCHETTI SARA.

Below the table, a detailed view of task OUTTSK000002344 is shown. It includes fields for Number (OUTREQ0007494), Assigned to (NUCCI ANDREA), Evaluation Function (PRIVACY), and Submission Observations Date. There are also dropdowns for Evaluation Observation (test), Evaluation Function Stand (Positive), and Documentation (Documentation Completed). A checkbox for 'Necessary Function opinion outside the procedure' is checked.

A dashed box highlights a section for 'External on call function - specifications' and 'External Function - Structure'. The 'External Function - Structure' section includes a dropdown for 'Department' (0114334 - ABU DHABI) and a 'Submit Observations' button.

- 5 If the field «Necessary Function opinion outside the procedure» is flagged, the E.V. has to fill in the fields:
 - «External on call function - specifications»
 - «External Function – Structure» can be valued with «Branch» or «Company». In the first case, the mandatory field «Department» appears; in the second case the mandatory field «Company - Company name» appears.
- 6 The evaluation is provided by clicking on the «Submit Observations» button; if the field «Necessary Function opinion outside the procedure» is flagged, the evaluation is not sent until the Coordinator has entered the opinion of the external function on the frontend
- 7 The E.F. can download reporting instructions

Related Links

[Download Reporting Instructions](#)

8

Outsourcing Evaluation – Evaluation Monitoring Status

Outsourcing Process Menu

Home > My Requests > OUTREQ0001397

test 77

Outsourcing Evaluation

Number	Classification Request
OUTREQ0001397	OCR000001519
State	Previous outsourcing number
Evaluation	OUTREQ0001385
Contract*	Language
New	ITA
Place of activity*	Structure/Function of Outsourcing Referent
Company	0171206 - DAG PROG AUDIT COMPLIA...
Expected date of subscription of new contract/renewal*	Outsourcing Coordinator
26/11/2020	MASSIGNAN MARINA
Server properties where the Bank's data/information will pass* through	Outsourcing reason* ⓘ
Company	Membership of policies and projects at Group level
	Outsourcing type* ⓘ

Status

Outsourcing tasks

- OUTTSK000003564
LEGALE • Closed • Evaluation •
- OUTTSK000003565
COMPLIANCE • Closed • Evaluation •
- OUTTSK000003566
RISK • Closed • Evaluation •
- OUTTSK000003567
SICUREZZA INFORMATICA E
CONTINUITA' OPERATIVA • Closed •
Evaluation •

- 1 In the Evaluation state, the opinion «Positive with condition» (yellow light) or «Negative» (red light) does not block the process
- The request automatically passes to the Consolidation status at the end of the evaluation of all the evaluation functions involved

Outsourcing Evaluation – Evaluation Status Request for task reopening Evaluation functions

Home | ServiceNow... | isgsdev.service-now.com dice | spectraminds | Service Management | » | Elenco di lettu

Indicate the reasons for the request to reopen the task

OK

Ask to GO to reopen the task

In progress ✓

Closed

Number: **OUTREQ0007595**

Outsourcing Request: test compliance

Number: OUTREQ0007595

Evaluation Function: Procurement

Critical or Important Function (FEI): No

Evaluation Observation: dd

Evaluation Function Stand: Positive

Documentation: Documentation Completed

Necessary Function opinion outside the procedure: ☐

State: Closed

Phase: Evaluation

Assigned to: SECCHI GIANLUCA

Submission Observations Date: 01/03/2022 13:56:07

* Motivation for GO: test

An Evaluation Function can request GO to reopen a task by accessing the task of interest:

- 1 Press the «Ask to GO to reopen the task» button
- 2 Press the «OK» button to confirm the reading of the message
- 3 Fill in the «Motivation for GO» button and press again the button «Ask GO to reopen the task»

The task remains in «Closed» status until GO approval.

Outsourcing Evaluation – Evaluation Status Approval request for task reopening Outsourcing Governance

The screenshot shows the ServiceNow interface for an Outsourcing task. The task is in the 'Closed' state. The 'Outsourcing Request' is 'test compliance'. The 'Evaluation Function' is 'RISK'. The 'Submission Observations Date' is '01/03/2022 14:03:27'. The 'Evaluation Observation' is 'dd'. The 'Evaluation Function Stand' is 'Positive'. The 'Documentation' is 'Documentation Completed'. The 'Necessary Function opinion outside the procedure' is 'No'. The 'Motivation for GO' is 'test'.

Number: [REDACTED] State: Closed

Outsourcing Request: test compliance

Number: OUTREQ0007595

Evaluation Function: RISK

Critical or Important Function (FEI): No

Evaluation Observation: dd

Evaluation Function Stand: Positive

Documentation: Documentation Completed

Necessary Function opinion outside the procedure: No

Motivation for GO: test

Assigned to: SECCHI GIANLUCA

Submission Observations Date: 01/03/2022 14:03:27

Buttons: Reject reopen task, Reopen Task

Annotations: 1. Press the «Reject reopen task» button to reject the request. 2. Press the «OK» button to confirm the reading of the message. 3. Fill in the «GO Motivation» field and press again the «Reject reopen task» button. 4. The task remains in «Closed» state.

The GO user can approve or reject the request for the reopening of a task by an Evaluator Function:

To refuse the request for reopening:

- 1 Press the «Reject reopen task» button to reject the request.
 - 2 Press the «OK» button to confirm the reading of the message
 - 3 Fill in the «GO Motivation» field and press again the «Reject reopen task» button.
- The task remains in «Closed» state

To approve the request for reopening:

- 4 Press the «Reopen Task» button
- The task returns to «In progress» state

Outsourcing Evaluation – Consolidation Status Outsourcing Referent (1/4)

Outsourcing Process

Home > My Requests > OUTREQ0001341

ITALIA NO CLOUD

Outsourcing Evaluation

Number
OUTREQ0001341

Classification Request
OCR000001479

State
Consolidate

Contract
New

Place of activity
Supplier

Expected date of subscription of new contract/renewal
26/11/2020

Server properties where the Bank's data/information will pass through
Company

Language
ITA

Structure/Function of Outsourcing Referent
0171206 - DAG PROG AUDIT COMPLIA...

Outsourcing Coordinator
MASSIGNAN MARINA

Outsourcing reason
Membership of policies and projects at Group level

Outsourcing type
Non-group outsourcing

Capital Budget

Status

- Draft
- Evaluation
- Consolidate
- Validating
- Solution Selected
- Finalization
- Closed
- Locked

Outsourcing tasks

- OUTTSK000003805
LEGAL - Closed - Evaluation -
- OUTTSK000003810
PRIVACY - Closed - Evaluation -

- 1 The Outsourcing Referent can modify all the information previously entered

Note: In this state, the Outsourcing Referent must enter only suppliers on the list in the supplier's; the request cannot be sent to the Outsourcing Coordinator as long as there are manually entered suppliers

- 2 Access the evaluation task with negative/ positive with condition opinion to give feedback to the observations of the Evaluation Function

Outsourcing Evaluation – Consolidation Status Outsourcing Referent (2/4)

Home > Outsourcing Requests > OUTREQ0007600 > OUTTSK000003810

5

OUTTSK000003810

Outsourcing task

Number
OUTTSK000003810

State
Closed

Outsourcing Request *
sourcing+stipula

Phase
Evaluation

Number
OUTREQ0007600

Assigned to ?
SECCHI GIANLUCA

Evaluation Function *
PRIVACY

Submission Observations Date
01/02/2022 16:12:48

Critical or Important Function (FEI)
No

Evaluation Observation *
dd

Feedback to the observations of the Evaluation Function ?

3

4 SAVE

3 Fill in the field «Feedback to the observations of the Evaluation Function» at task level

4 Press the «Save» button to save the feedback entered

5 Select the request number to return to the request itself

N.B. The Referent, in consolidation state, must enter the feedback for the tasks that have received a negative or positive with conditions opinion.

Outsourcing Evaluation – Consolidation Status Outsourcing Referent – Automation called in charge “Dirigente Preposto” (3/4)

Priority Request *

The request is to be considered a priority only in the presence of exogenous restrictions to be specified in the dedicated field

Priority Motivation *

The outsourced Function is sensitive to Law No.262/2005 "Dirigente Preposto" *

6

6

The O.R. can modify “The outsourced Function is sensitive to Law No.262/2005 Dirigente Preposto» field.

If the field is valued from ‘no’ to ‘yes’ and the company is surveyed in a dynamic matrix among those for which the automation is expected, the automatic called in charge “Dirigente Preposto” is generated **when the Referent assigns the request to the Coordinator.**

Outsourcing Evaluation – Consolidation Status Outsourcing Referent (4/4)

sourcing+stipula

Outsourcing Evaluation

Number
OUTREQ0007600

Classification Request
OCR000001420

Phases
Consolidate

Language
ITA

Status

- Draft
- Evaluation
- Consolidate

Attestation of Documentation

Attestation of Documentation - Draft Referent
Yes

Attestation of Documentation - Draft Coordinator
Yes

Attestation of Documentation - Consolidate Referent *

Yes

SAVE ASSIGN TO COORDINATOR PREVIEW PDF

7 Through the «Assign to Coordinator» button, the request is sent to the Outsourcing Coordinator.

8 At the push of the «Assign to Coordinator» button, the Referent must fill in the field «Attestation of Documentation - Consolidate Referent» with 'Yes' to continue.

Outsourcing Evaluation – Consolidation Status Outsourcing Coordinator

sourcing+stipula

Outsourcing Evaluation

1

Number
OUTREQ0007600

Classification Request
OCR000001420

Phases
Consolidate

Language
ITA

Status

- Draft
- Evaluation
- Consolidate

Attestation of Documentation

Attestation of Documentation - Draft Referent
Yes

Attestation of Documentation - Draft Coordinator
Yes

Attestation of Documentation - Consolidate Referent
Yes

4

Attestation of Documentation - Consolidate Coordinator *

Yes

SAVE EDIT REFERENT RETURN TO REFERENT SEND TO GO FOR ATTACHMENT REVIEW

2 3

- 1 The Outsourcing Coordinator can modify all the information entered by the Outsourcing Contact, including the supplier's section
- 2 Click on the «Return to Referent» button to return the request to the Referent by entering a mandatory reason.
- 3 Using the «Send to GO for attachment review» button, O.C. assigns the request to GO user to approve the outsourcing.
- 4 At the push of the button, the Coordinator must fill in the field «Attestation of Documentation – Consolidate Coordinator» with 'Yes' to continue.

Outsourcing Evaluation – Consolidation Status Outsourcing Governance (1/2)

Follow ▾ Save Back to Draft Assign to Compliance Edit Referent Lock On Hold Reminder to Referent/Coordinator

Require External Opinion Reject documentation Preview PDF

Manage Attachments (2): 14 Accettazione Contratto ISV vs F... [rename] [view] OUTREQ0007655.pdf [rename] [view]

Draft ✓ Evaluation ✓ Consolidate Validating Solution Selected Finalization Closed

1

Number	OUTREQ0007655	Classification Request		ⓘ
Phases	Consolidate	Language	ITA	
Outsourcing Governance Referent	SINISCALCHI ROBERTO ⓘ	Outsourcing Referent	CRESCENZI ANNA ⓘ	
Compliance User	RIVA ALBERTO ⓘ	Structure/Function of Outsourcing Referent	I536001 - PRESIDIO TECNICO E OUTSOURCING ⓘ	

The Outsourcing Governance can:

- Modify all the information entered by the O.R. /O.C.
- Save using the «Save» button
- Bring the request back to draft with «Back to draft» button
- Lock the request with the «Lock» button
- Suspend the request with the «On hold» button

Outsourcing Evaluation – Consolidation Status Outsourcing Governance (2/2)

The screenshot displays the 'Outsourcing Evaluation' interface. At the top, there is a navigation bar with buttons: 'Follow' (with a dropdown arrow), 'Save', 'Back to Draft', 'Assign to Compliance' (highlighted with a dashed box and a blue circle with the number 9), 'Edit Referent', 'Lock', 'On Hold', and 'Reminder to Referent/Coordinator' (highlighted with a dashed box and a blue circle with the number 6). Below this bar are two input fields for 'validation state start date' and 'Validation state end date'. A horizontal tab bar contains: 'Activity summary', 'Outsourcing Classification', 'Activity details', 'Control details', 'Risks and Safeguards', 'Attestation of Documentation', 'Compliance Section', and 'Supplier/Subcontractor'. The 'Outsourcing Classification' tab is active, showing sub-tabs for 'Reminder to Referent/Coordinator' and 'Tracking'. The 'Reminder to Referent/Coordinator' sub-tab is selected, revealing a form with a text input field labeled '* Reminder reason - Consolidate' containing the text 'test' (highlighted with a dashed box and a blue circle with the number 6), and a larger greyed-out field labeled 'Reminder reason - Solution Selected'. Above the 'Reminder to Referent/Coordinator' sub-tab, there are two more buttons: 'Require External Opinion' (highlighted with a dashed box and a blue circle with the number 7) and 'Reject documentation' (highlighted with a dashed box and a blue circle with the number 8). A 'Preview PDF' button is also visible.

- Send a reminder to the Referent/Coordinator by filling in the field «Reminder reason - Consolidate» in the tab «Reminder to Referent/Coordinator»

N.B. It is possible to send up to **two reminders**.

- Request the external opinion with the «Request external Opinion» button
- Return the request to R.O. with the «Reject documentation» button
- Assign the request to Compliance with the «Assign to Compliance» button

Outsourcing Evaluation – Consolidation Status Compliance (1/2)⁶⁴

The screenshot displays the 'Outsourcing Requests' module. On the left, a sidebar menu shows 'Outsourcing Requests' with sub-items: 'Opened Outsourcing Requests', 'Suspended Outsourcing Requests', and 'Closed Outsourcing Requests'. The main area shows a list of requests. The first request is 'OUTREQ0007616' with status 'Draft'. The second request is 'OUTREQ0007609' with status 'Consolidate'. Below the list, there is a 'Save' button and a 'Compliance Opinion' button. The process flow is shown as: Draft → Evaluation → Consolidate → Validating → Solution Selected → Finalization → Closed. The 'Consolidate' step is currently active. Below the flow, there are input fields for 'Number' (OUTREQ0007616) and 'Classification Request' (OCR000001433). At the bottom, there is a 'Compliance Section' with tabs for 'Activity summary', 'Outsourcing Classification', 'Activity details', 'Control details', 'Risks and Safeguards', 'Attestation of Documentation', and 'Compliance Section'. The 'Compliance Section' tab is selected, showing a form with fields for 'COMPLIANCE Opinion - FEI' (Yes) and 'Mandatory Motivation' (test).

1 Outsourcing Requests

2 OUTREQ0007616 true Draft test 1ST CLASS AGENCY,

3 OUTREQ0007609 true Consolidate test fix 24BOTTLES SOCIETA' BENEFIT SRL,

4 Save Compliance Opinion Preview PDF

5 Draft Evaluation Consolidate Validating Solution Selected Finalization Closed

6 Number OUTREQ0007616 Classification Request OCR000001433

7 Activity summary Outsourcing Classification Activity details Control details Risks and Safeguards Attestation of Documentation Compliance Section

8 Supplier/Subcontractor Tracking

9 * COMPLIANCE Opinion - FEI Yes

10 * Mandatory Motivation test

- 1 Compliance selects the «Open Outsourcing Requests» module under the section «Outsourcing Requests»
- 2 Select the request of interest
- 3 Press the «Compliance Opinion» button
- 4 Select the Compliance section
- 5 Fill in the required fields:
 - «COMPLIANCE Opinion - FEI» to be enhanced with
 - «Mandatory justification»
- 6 Save the entered data using the «Save» button

Outsourcing Evaluation – Consolidation Status Compliance (2/2)⁶⁵

Outsourcing Evaluation - TEST ABC

Follow Send to Validation Preview PDF

Draft ✓ Evaluation ✓ Consolidate Validating Solution Selected Finalization Closed

Number OUTREQ0007592 Classification Request OCR000001405

Outsourcing Evaluation - test

Save Assign to Referent Preview PDF

Draft ✓ Evaluation ✓ Consolidate Validating Solution Selected Finalization Closed

Number OUTREQ0007616 Classification Request OCR000001433

Phases Draft Language not ITA

7 In case of confirmation of the FEI/NO FEI nature indicated by the Referent, Compliance send the request to validation with the «Send to Validation» button

8 In case of a different opinion of the FEI/NO FEI nature, Compliance selects the command «Assign to Referent» and the request is returned to the Referent that integrates the fields



Focus Next Slide

Outsourcing Evaluation – Consolidation Status Outsourcing Referent/Coordinator

Outsourcing Classification

Critical or Important Function (FEI) *

Yes

Reason for FEI Classification *

FEI supports time-critical operational activities (RTO) *

-- None --

Corporate Control Function (FAC) * ?

-- None --

Outsourcing of Cash handling *

-- None --

Outsourcing of the Information System or a critical component of the same * ?

-- None --

SAVE

ASSIGN TO COORDINATOR

PREVIEW PDF

SAVE

SEND TO GO FOR ATTACHMENT REVIEW

PREVIEW PDF

In case of a **different opinion of FEI/NO FEI nature**

The **O.R.:**

- 1 Integrates fields according to the FEI/NO FEI nature indicated by Compliance
- 2 Presses the button «Assign to Coordinator»

The **O.C:**

- 3 Presses the button «Send to GO for attachment review» and the request passes to GO

Outsourcing Evaluation – Validation Status Outsourcing Referent/Coordinator (1/2)

test

1 Outsourcing Evaluation

Number OUTREQ0007494	Classification Request OCR000001331
Phases Validating	Language not ITA
Outsourcing Governance Referent BARDELLINI LAURA	Outsourcing Referent POLI FRANCESCO
Contract * (?) Revaluation	Structure/Function of Outsourcing Referent 0171206 - DAG PROG AUDIT COMPLIA...
Place of activity * (?) Supplier	Outsourcing Coordinator SINISCALCHI ROBERTO
Expected date of subscription of new contract/renewal/revaluation 15/12/2021	Company * INTESA SANPAOLO S.P.A.
Branch and Company	

Activity summary
Outsourcing Classification
Activity details
Control details
Risks and Safeguards
Attestation of Documentation
Feedback required by GO
Tracking

SAVE PREVIEW PDF

Status

- Draft
- Evaluation
- Consolidate
- Validating
- Solution Selected
- Finalization
- Closed
- Locked

2

- OUTTSK000002352
Cybersecurity and Business Continuity • In progress • Validation •
- OUTTSK000002353
LEGAL • In progress • Validation •
- OUTTSK000002354
CLOUD COMPUTING • In progress • Validation •

- 1 The O.R. / O.C. cannot edit the fields entered when the request is in validation status
- 2 Within the request, as many tasks are opened as there are functions called to express their evaluation of the request

Outsourcing Evaluation – Validation Status Outsourcing Referent/Coordinator (2/2)

Outsourcing Process

Menu

Home > Outsourcing Requests > OUTREQ0007764 > OUTTSK000005231

OUTTSK000005231

Outsourcing task

Number

OUTTSK000005231

State

In progress

Outsourcing Request *

Test Francesco - INC 879

Phase

Validation

Number

OUTREQ0007764

Assigned to

SECCHI GIANLUCA

Evaluation Function *

IT Infrastructure

Submission Observations Date

19/04/2022 13:34:13

Critical or Important Function (FEI)

No

Closing reminder date

05/05/2022 22:49:26

Status

New

In progress

Closed

Attachments

There are no attachments

TASK CLOSING REMINDER

The Outsourcing Referent/Coordinator can send a reminder to Evaluation Functions for task closure in validation, 10 days after the task opening.

- Access the task and press the «Task closing reminder» button.
- When the «Task closing reminder» button is pressed, the «Closing reminder date» field is filled in. **N.B.** It is possible to send a **second reminder** but for **users other** than the one who sent the first reminder

Outsourcing Evaluation – Validation Status Outsourcing Governance (1/3)

Outsourcing Evaluation - test

Manage Attachments (1): [Nota Cliente.docx](#) [rename] [view]

Follow Save Back to Draft Back to Consolidate Lock Preview PDF

1

2

Draft ✓ Evaluation ✓ Consolidate ✓ Validating Solution Selected Finalization Closed

Number OUTREQ0007494

Phases Validating

Outsourcing Governance Referent BARDELLINI LAURA ⓘ

* Contract Revaluation

Classification Request OCR000001331 ⓘ

Language not ITA

Outsourcing Referent POLI FRANCESCO ⓘ

Structure/Function of Outsourcing Referent 0171206 - DAG PROG AUDIT COMPLIANCE TUTI ⓘ

1 The Outsourcing Governance can edit the fields entered when the request is in validation status

2 The GO group user can:

- save using the «Save» button
- bring the request back to draft state with the «Back to draft» button
- Bring the request back to consolidate state with the “Back to consolidate” button
- lock the request with the «Lock» button

Outsourcing Evaluation – Validation Status Outsourcing Governance (2/3)

The screenshot shows the 'Outsourcing task' interface for task OUTTSK000002728. At the top, there is a header bar with navigation icons, a 'Follow' button, an 'Update' button, and a 'Task Closing Reminder' button (highlighted with a dashed box and a blue circle with the number 3). Below the header is a progress bar with 'In progress' and 'Closed' stages. The main form contains several fields: 'Number' (OUTTSK000002728), 'Outsourcing Request' (HUB Confirming platform - ISBD Confirming), 'Number' (OUTREQ0007510), 'Evaluation Function' (Legal Department ROMANIA), 'Critical or Important Function (FEI)' (No), 'State' (In progress), 'Phase' (Validation), 'Assigned to' (GRADINARU ROXANA), 'Submission Observations Date', and 'Closing reminder date' (05/05/2022 22:17:00). The 'Closing reminder date' field is highlighted with a dashed box and a blue circle with the number 4.

The Outsourcing Governance can send a reminder to Evaluation Functions for task closure in validation, 10 days after the task opening.

- 3 Select the task and press the «Task closing reminder» button.
- 4 When the «Task closing reminder» button is pressed, the «Closing reminder date» field is filled in. **N.B.** It is possible to send a **second reminder** but for **users other** than the one who sent the first reminder

Outsourcing Evaluation – Validation Status Outsourcing Governance (3/3)

Outsourcing task - OUTTSK000004015

Follow Update

6

In progress Closed

Number OUTTSK000004015

Outsourcing Request test compliance

Number OUTREQ0007595

Evaluation Function Cybersecurity and Business Continuity S.I.

Critical or Important Function (FEI) No

Evaluation Function Stand Positive

5 * Documentation

Critical for Business Continuity

Necessary Function opinion outside the procedure

State In progress

Phase Validation

Assigned to SECCHI GIANLUCA

Submission Observations Date

Documentation Incompleted ddd

Documentation Incompleted

-- None --

Documentation Completed

Documentation Incompleted

The GO user can edit the «Documentation» field at task level:

5 Edit the «Documentation» field

6 Press the button «Update»

If the documentation is changed from «Incomplete» to «Complete», the countdown for the reminder to the Evaluation Functions is restarted.

Outsourcing Evaluation – Validation Status Request for task reopening Evaluation functions

Home | ServiceNow... | isgsdev.service-now.com dice | spectraminds | Service Management | » | Elenco di lettura

Indicate the reasons for the request to reopen the task

OK

Ask to GO to reopen the task

In progress ✓ Closed

Number: **OUTREQ0007595** State: Closed

Outsourcing Request: test compliance Phase: Validation

Number: OUTREQ0007595 Assigned to: SECCHI GIANLUCA

Evaluation Function: Procurement Submission Observations Date: 01/03/2022 13:56:07

Critical or Important Function (FEI): No

Evaluation Observation: dd

Evaluation Function Stand: Positive

Documentation: Documentation Completed

Necessary Function opinion outside the procedure: ☐

* Motivation for GO: test

An Evaluation Function can request GO to reopen a task by accessing the task of interest:

- 1 Press the «Ask to GO to reopen the task» button
- 2 Press the «OK» button to confirm the reading of the message
- 3 Fill in the «Motivation for GO» button and press again the button «Ask GO to reopen the task»

The task remains in «Closed» status until GO approval.

Outsourcing Evaluation – Validation Status Approval request for task reopening Outsourcing Governance

The screenshot displays the ServiceNow interface for an Outsourcing task. The task is currently in the 'Closed' state. A progress bar at the top shows 'In progress' (checked) and 'Closed'. The task details include:

- Number: [Redacted]
- Outsourcing Request: test compliance
- Number: OUTREQ0007595
- Evaluation Function: RISK
- Critical or Important Function (FEI): No
- Evaluation Observation: dd
- Evaluation Function Stand: Positive
- Documentation: Documentation Completed
- Necessary Function opinion outside the procedure: [Redacted]
- Motivation for GO: test
- State: Closed
- Phase: Validation
- Assigned to: SECCHI GIANLUCA
- Submission Observations Date: 01/03/2022 14:03:27

Numbered callouts indicate the steps for reopening the task:

1. Press the «Reject reopen task» button to reject the request.
2. Press the «OK» button to confirm the reading of the message.
3. Fill in the «GO Motivation» field and press again the «Reject reopen task» button.
4. Press the «Reopen Task» button.

The GO user can approve or reject the request for the reopening of a task by an Evaluator Function:

To refuse the request for reopening:

- 1 Press the «Reject reopen task» button to reject the request.
- 2 Press the «OK» button to confirm the reading of the message
- 3 Fill in the «GO Motivation» field and press again the «Reject reopen task» button.
The task remains in «Closed» state

To approve the request for reopening:

- 4 Press the «Reopen Task» button
The task returns to «In progress» state

Outsourcing Evaluation – Dynamism Evaluation Functions (1/3)⁷⁴

The configuration of the evaluation functions in the dynamic matrix can vary over time:

- When a request goes to «Evaluation» state for the first time, evaluation tasks are created based on the Evaluation Functions configured in a dynamic matrix at the time of the first transition from draft to evaluation.
- When a request goes to «Validation» state for the first time, validation tasks are created based on the Evaluation Functions configured in a dynamic matrix at the time of the first step from consolidation to validation.
- For subsequent evaluation/validation steps, any configuration changes of the evaluation functions, have no effect on the tasks already created.

Outsourcing Evaluation – Dynamism Evaluation Functions (2/3)⁷⁵

Below is a summary table on the behavior of the task of a new evaluation function:

Request	Phase	Case	Link
Original request	Validation	EF changes from evaluation state to validation state	When the new EF opens the task in validation, clicking on the link  Focus following slide is addressed to the evaluation task of the old EF
	Validation	The new DATA OFFICE task, that is not present in evaluation, appears	When the FV DATA OFFICE opens the task in validation, clicking on the link  Focus following slide is addressed to the evaluation task of INFORMATION SYSTEMS/ CLOUD COMPUTING
Daughter request	Evaluation/Validation	EF changes from parent to daughter request	When the EF opens the evaluation/validation task (of the daughter request), clicking on the link  Focus following slide is directed to the respective evaluation/validation task of the parent request
	Evaluation/Validation	The new DATA OFFICE task, that is not present in the parent request, appears	When the EF opens the evaluation/validation task (of the daughter request), clicking on the link  Focus following slide is directed to the evaluation/validation task (INFORMATION SYSTEMS/CLOUD COMPUTING) of the parent request

Outsourcing Evaluation – Dynamism Evaluation Functions (3/3)⁷⁶

  Outsourcing task - OUTTSK000006185

 Please refer to the task to which the present link refers for the activities of competence

In progress

Number	OUTTSK000006185
Outsourcing Request	test matrice dinamica (CR 184 + 194)  
Number	OUTREQ0007839
Evaluation Function	PRIVACY - ISP RBM SALUTE SPA 

The new/modified evaluation function accesses the task and, in the cases listed in the table in the previous slide, clicks on the link to access the reference task.

Outsourcing Evaluation – Validation Status

Users Evaluating Functions:

1. can access the ServiceNow backend and select the «My Evaluation Function's tasks» module in «Outsourcing tasks» (same screen as slide 25)
2. can select the task for which they must express the evaluation
3. can edit the fields entered during the Evaluation phase and must fill in the «Final validation» field before sending the final evaluation using the «Submit Observations» button
4. have evidence of the FEI/NO FEI nature of the relevant request, as well as the feedback provided by the Referent in case of a negative/ positive with conditions opinion in evaluation state

During the Validation phase, 3 cases can occur:

- a) all the Evaluating Functions have expressed a «Positive» opinion (green light) → the process moves to the next state of Chosen Solution
- b) at least one Evaluation Function expressed an opinion «Positive with conditions» (yellow light) → the process returns to the Consolidation status in charge of the Outsourcing Referent
- c) at least one Evaluation Function has expressed a «Negative» opinion (red light) → the process is suspended and only the Outsourcing Referent can reactivate the request with “Reactivate reevaluation” button



Focus Following slide

Outsourcing Evaluation – On hold Status after negative E.F. opinion Outsourcing Referent – FEI (1/3)

test

Outsourcing Evaluation

Number: OUTREQ0007494

Classification Request: OCR000001331

Phases: On Hold

Language: not ITA

Status: Request is on hold

Draft

Evaluation

1 An authorization procedure has been concluded in derogation? * (?)

-- None --

YES, the COMMITTEE or other equivalent BODY has approved the outsourcing

YES, the COMMITTEE/other equivalent BODY didn't approve the outsourcing: the E.F. must evaluate

YES, the COMMITTEE/other equivalent BODY has refused the derogation: non-reactivable procedure

NO

- 1 In the case of FEI, the O.R. must complete the field “An authorization procedure has been concluded in derogation?” with one of the following options:
- YES, the COMMITTEE or other equivalent BODY has approved the outsourcing
 - YES, the COMMITTEE/other equivalent BODY didn't approve the outsourcing: the E.F. must evaluate
 - YES, the COMMITTEE/other equivalent BODY has refused the derogation: non-reactivable procedure
 - NO

Outsourcing Evaluation – On hold Status after negative E.F. opinion Outsourcing Referent – FEI (2/3)

An authorization procedure has been concluded in derogation? * (?)

NO

1

SAVE

CONFIRM

NOT CONFIRM

PREVIEW PDF

An authorization procedure has been concluded in derogation? * (?)

-- None --

-- None --

2

YES, the COMMITTEE or other equivalent BODY has approved the outsourcing

YES, the COMMITTEE/other equivalent BODY didn't approve the outsourcing: the E.F. must evaluate

YES, the COMMITTEE/other equivalent BODY has refused the derogation: non-reactivable procedure

NO

3

SAVE

QUIT REVALUATION

PREVIEW PDF

In case of negative answer

1

The O.R. can:

- save using the «Save» button
- do not confirm the valorization of the “An authorization procedure has been concluded in derogation?” field with the “Not confirm” button. At the push of the “Not confirm” button, the O.R. can:

2

Edit the “An authorization procedure has been concluded in derogation?” field

3

Quit revaluation with the “Quit revaluation” button

- confirm and reactivate the practice from the draft state with the «Confirm» button

Outsourcing Evaluation – On hold Status after negative E.F. opinion Outsourcing Referent – FEI (3/3)

An authorization procedure has been concluded in derogation? * ?

YES, the COMMITTEE or other equivalent BODY has approved the outsourcing

Group Control Coordination, Operational and Reputational Risk COMMITTEE/other decision-making body responsible for issuing the derogation approved outsourcing without requesting reassessment of the specific risk profiles related to outsourcing by the E.F.

1 **SAVE** **CONFIRM** **NOT CONFIRM** **PREVIEW PDF**

An authorization procedure has been concluded in derogation? * ?

-- None --

2 -- None --

YES, the COMMITTEE or other equivalent BODY has approved the outsourcing

YES, the COMMITTEE/other equivalent BODY didn't approve the outsourcing: the E.F. must evaluate

YES, the COMMITTEE/other equivalent BODY has refused the derogation: non-reactivable procedure

NO

3 **SAVE** **QUIT REVALUATION** **PREVIEW PDF**

In case of positive answer

1 The O.R. can:

- save using the «Save» button
- do not confirm the valorization of the “An authorization procedure has been concluded in derogation?” field with the “Not confirm” button. At the push of the “Not confirm” button, the O.R. can:

2 Edit the “An authorization procedure has been concluded in derogation?” field

3 Quit revaluation with the “Quit revaluation” button

- confirm and send the request to the user of the GO group with the «Confirm» button



Focus Following slide

Outsourcing Evaluation – On hold Status after negative E.F. opinion Outsourcing Governance – FEI

Outsourcing Evaluation - test

Follow Save Lock Reactivate Unlock Close Preview PDF

basis by the supplier

Activities already carried out by the Bank In the past

Outsourcing Initiative - Services List Back Office Activities

Draft state start date

Evaluation state start date

Evaluation state end date

Validation state start date

Validation state end date

the quality of internal controls

Entrusting the activity to third parties hinders supervision

Activity performed on an ongoing basis by the supplier

Activity that can realistically be carried out by the Bank

Entrusting the business to third parties affects investment services/activities

* An authorization procedure has been concluded in derogation?

- 1 The GO group user can modify the “An authorization procedure has been concluded in derogation?” field valued by the O.R.
- 2 The GO group user can:
 - lock the request with the «Lock» button
 - reactivate the request from the consolidation state with the «Reactivate» button
 - unlock the request from the selected solution state with the «Unlock» button

Outsourcing Evaluation – On hold Status after negative E.F. opinion Outsourcing Referent – NOT FEI

test

Outsourcing Evaluation

Number: OUTREQ0007494

Classification Request: OCR000001331

Phases: On Hold

Language: not ITA

Referent reactivate the procedure: he changes the contents of the outsourcing

YES, THE REFERENT TO REEVALUATE THE PRACTICE MODIFIES THE FIELDS OF THE PROCEDURE AND DOC...

1

2 SAVE 3 CONFIRM 4 NOT CONFIRM PREVIEW PDF

Status

Request is on hold

Draft

Evaluation

- 1 In the case of NOT FEI, the O.R. must complete the field "Referent" reactivate the procedure: he changes the contents of the outsourcing" with "YES, THE REFERENT TO REEVALUATE THE PRACTICE MODIFIES THE FIELDS OF THE PROCEDURE AND DOCUMENTATION".
- 2 Save using the «Save» button
- 3 Confirm and reactivate the practice from the draft state with the «Confirm» button
- 4 Modify the "Referent reactivate the procedure: he changes the contents of the outsourcing" filed with the "Not confirm" button

Outsourcing Evaluation – Selected Solution Status Outsourcing Governance

In the Selected Solution status, the user of the GO group can send a reminder to the Referent/Coordinator:

- 1 Press the “Reminder to Referent/Coordinator” button
- 2 Fill in the field «Reminder reason – Solution Selected» in the tab «Reminder to Referent/Coordinator»

N.B. It is possible to send **only one reminder**

The screenshot shows the 'Outsourcing Evaluation MILANO' interface. At the top, there is a navigation bar with buttons: 'Follow', 'Save', 'Back to Draft', 'Back to Consolidate', 'Lock', 'On Hold', 'Reminder to Referent/Coordinator' (highlighted with a dashed blue box and a blue circle with the number 1), 'Require External Opinion', and 'Preview PDF'. Below the navigation bar, there are two date fields: 'Validation state start date' (19/04/2022) and 'Validation state end date' (06/05/2022). Below the dates, there is a tabbed interface with tabs: 'Activity summary', 'Outsourcing Classification', 'Activity details', 'Control details', 'Risks and Safeguards', 'Attestation of Documentation', 'Compliance Section', and 'Supplier/Subcontractor'. The 'Outsourcing Classification' tab is active, and within it, the 'Reminder to Referent/Coordinator*' sub-tab is selected. Below the tabs, there are two text input fields. The first field is labeled 'Reminder reason - Consolidate' and is empty. The second field is labeled 'Reminder reason - Solution Selected' (with a red asterisk icon) and contains the text 'test'. This second field is highlighted with a dashed blue box and a blue circle with the number 2.

Outsourcing Evaluation – Selected Solution Status Outsourcing Referent

Outsourcing Process

Home > My Requests > OUTREQ0001391

1

Test y

Outsourcing Evaluation

Number: OUTREQ0001391

State: Solution Selected

Contract: New

Place of activity: Supplier

Expected date of subscription of new contract/renewal: 24/11/2020

Server properties where the Bank's data/information will pass through: Company

Classification Request: OCFR000001524

Previous outsourcing number: OUTREQ0001387

Language: ITA

Structure/Function of Outsourcing Referent: E220947 - PROCUREMENT OFFICE

Outsourcing Coordinator: SRETENOVIC VLADIMIR

Outsourcing reason: Membership of policies and projects at Group level

Outsourcing type: (i)

Status

- Draft
- Evaluation
- Consolidate
- Validating
- Solution Selected**
- Finalization
- Closed
- Locked

2

Activity details

Control details (Contract)

Risks and Safeguards

Solution selected

Tracking

SAVE ASSIGN TO COORDINATOR PREVIEW PDF

Required information: Solution adopted Organizational model Contractual service levels Security and confidentiality Operative continuity Sub-outsourcing Other contractual protections Exit strategy

- 1 In the Selected Solution status, the fields in the various sections are read-only and therefore no longer editable by the Outsourcing Referent
- 2 The Outsourcing Referent must fill in all the fields in the «Solution selected» section to assign the request to the Outsourcing Coordinator using the «Assign to Coordinator» button

Outsourcing Evaluation – Selected Solution Status Outsourcing Referent

The screenshot displays the 'Outsourcing Process' web application. The top navigation bar is green with the title 'Outsourcing Process' and a menu icon. Below the bar, the breadcrumb trail reads 'Home > My Requests > OUTREQ0001391'. The main content area is divided into two sections: 'Outsourcing Evaluation' on the left and 'Status' on the right. The 'Outsourcing Evaluation' section contains various input fields for details like Number, State, Contract, Place of activity, Expected date, and Server properties. The 'Status' section shows a vertical timeline of stages: Draft, Evaluation, Consolidate, Validating, Solution Selected (highlighted), Finalization, Closed, and Locked. Below the main form, a list of activity details is shown with expandable arrows. The 'Solution selected' item is highlighted with a dashed blue box and a blue circle containing the number 1. At the bottom of the page, there are four buttons: 'SAVE', 'FINALIZE', 'RETURN TO REFERENT', and 'PREVIEW PDF'. The 'FINALIZE' and 'RETURN TO REFERENT' buttons are highlighted with dashed blue boxes and blue circles containing the numbers 2 and 3 respectively.

Outsourcing Process

Home > My Requests > OUTREQ0001391

Test y

Outsourcing Evaluation

Number: OUTREQ0001391

Classification Request: OCR000001524

State: Solution Selected

Previous outsourcing number: OUTREQ0001387

Contract: New

Language: ITA

Place of activity: Supplier

Structure/Function of Outsourcing Referent: E220947 - PROCUREMENT OFFICE

Expected date of subscription of new contract/renewal: 24/11/2020

Outsourcing Coordinator: SRETENOVIC VLADIMIR

Server properties where the Bank's data/information will pass through: Company

Outsourcing reason: Membership of policies and projects at Group level

Status

- Draft
- Evaluation
- Consolidate
- Validating
- Solution Selected**
- Finalization
- Closed
- Locked

Activity details

Control details (Contract)

Risks and Safeguards

1 Solution selected

Tracking

2 FINALIZE

3 RETURN TO REFERENT

SAVE PREVIEW PDF

- 1 In the Selected Solution Status the Outsourcing Coordinator can only edit the fields of the «Solution selected» section
- 2 With the «Finalize» button the request passes to the Finalization status
- 3 With the «Return to Referent» button, return the request to the Outsourcing Referent by entering a mandatory reason.

Outsourcing Evaluation – Finalization Status Outsourcing Coordinator

Outsourcing Approval

Outsourcing approval date * ?

21/12/2021

Individual/Decision making body approving the outsourcing agreement * ?

test

Individual/Decision making body approving the outsourcing agreement (extended) * ?

test

Approval notes * ?

test

AA. VV Communication

Surveillance Authority Communication * ?

test

Surveillance Authority Communication Date * ?

24/12/2021

Authorization from AA.VV (if applicable) * ?

Other

Evidence AA.VV ?

Other * ?

test

SAVE

ASSIGN TO GO FOR CLOSURE

PREVIEW PDF

- 1 In the finalization state, the Outsourcing Coordinator must fill in the «Outsourcing Approval» section
- 2 The compilation of the section «AA.VV Communication» is mandatory for FEI. The “Authorization from AA.VV (if applicable)” field can be valued to:
 - Authorization Denied
 - Authorization timeframe expired
 - Authorization Received
 - Not necessary (ex. Already obtained previously)
 - Other → a mandatory “Other” field appears
- 3 Clicking on the «Assign to GO for closure» button the request is assigned to the GO group

Outsourcing Evaluation – Data fields

1

Draft state start date

22/12/2021

Evaluation state start date

23/12/2021

Evaluation state end date

23/12/2021

Validation state start date

23/12/2021

Validation state end date

23/12/2021

Yes

Entrusting the business to third parties affects investment services/activities * ?

No

- 1 Referent/Coordinator/user of the GO group accessing the request have evidence of 5 dates that are automatically populated according to the status of the request:
- Draft state start date
 - Evaluation state start date
 - Evaluation state end date
 - Validation state start date
 - Validation state end date

Outsourcing Evaluation – GO Actions (1/4)

1 The GO group user accesses the ServiceNow backend and selects the «Opened Outsourcing Requests» module in «Outsourcing Requests»

2 Select the task of interest

3 If necessary, he can edit the fields of the outsourcing request that make up the various sections

4 The GO group user can:

- bring the request back to the Draft status using the «Back to Draft» button
- bring the request back to the Consolidation using the «Back to Consolidation» button
- bring the request back to the Selected Solution status using the «Back to Solution Selected» button

Outsourcing Evaluation – GO Actions (2/4)

Filter navigator

Outsourcing Evaluation - Test y

Follow Save Back to Draft Back to Consolidate Back to Solution Selected Lock On Hold Close Preview PDF

5

Draft ✓ Evaluation ✓ Consolidate ✓ Validating ✓ Solution Selected ✓ Finalization Closed

Number OUTREQ0001391

State Finalization

* Contract New

* Place of activity Supplier

* Expected date of subscription of new contract/renewal 24/11/2020

* Server properties where the Bank's data/information will Company

Classification Request OCR000001524

Previous outsourcing number OUTREQ0001387

Language ITA

Structure/Function of Outsourcing Referent E220947 - PROCUREMENT OFFICE

Outsourcing Coordinator SRETENOVIC VLADIMIR

* Outsourcing reason Membership of policies and projects at t

* Outsourcing type Non-group outsourcing

- 5 The GO group user can:
- permanently lock the request using the «Lock» button; the request can no longer be activated and can be viewed in the «Locked Outsourcing Requests» module in «Outsourcing Requests»
 - put on hold the request to reactivate it later (only GO can reactivate it) using the «On Hold» button; the request can be viewed in the «Suspended Outsourcing Requests» module in «Outsourcing Requests»
 - close the request using the «Close» button; the request can be viewed in the «Closed Outsourcing Requests» module in «Outsourcing Requests»

Outsourcing Evaluation – GO Actions (3/4)

Outsourcing Evaluation Canada

8     Follow Save Lock **6 On Hold** Require External Opinion Preview PDF

⊗ To set the Request on hold, it is mandatory to fill in the "On Hold reason" field and insert an attachment ✕

Draft Evaluation Consolidate Validating Solution Selected Finalization Closed

Number OUTREQ0007769 Classification Request OCR000001803 ⓘ

Activity summary Outsourcing Classification Activity details Control details Risks and Safeguards Supplier/Subcontractor **Lock/On Hold Reason** Tracking

7 * On hold reason test

Lock reason

To set a request on hold, the GO user:

- 6 Press «On hold» button
- 7 Edit the mandatory field «On hold reason» in the «Lock/On Hold Reason» tab
- 8 Insert an attachment and press the «On hold» button again

Outsourcing Evaluation – GO Actions (4/4)

To lock a request, the GO user:

- 9 Press «Lock» button
- 10 Edit the mandatory field «Lock reason» in the «Lock/On Hold Reason» tab
- 11 Insert an attachment and press the «Lock» button again

Outsourcing Evaluation Canada

10 [Edit icon] [Check icon] [Filter icon] [More icon] Follow Save 9 Lock On Hold Require External Opinion Preview PDF [Up/Down arrow]

To lock the Request, it is mandatory to fill in the "Lock reason" field and insert an attachment

Draft Evaluation Consolidate Validating Solution Selected Finalization Closed

Number OUTREQ0007769 Classification Request OCR000001803 ⓘ

Phases Draft Language ITA

Activity summary Outsourcing Classification Activity details Control details Risks and Safeguards Supplier/Subcontractor Lock/On Hold Reason Tracking

On hold reason [Text area]

* Lock reason test

11 [Dashed box around Lock reason field]

Outsourcing Evaluation – Close Status Outsourcing Governance

- 1 GO group user can add/delete documents even for closed requests

Outsourcing Evaluation - test

Manage Attachments (4): [Nota Cliente.docx](#) [rename] [view] [Nota Cliente.docx](#) [rename] [view] [Piano.docx](#) [rename] [view] +1

1

Draft ✓ Evaluation ✓ Consolidate ✓ Validating ✓ Solution Selected ✓ Finalization ✓ Closed

Number: OUTREQ0007494

Phases: Closed

Outsourcing Governance Referent: BARDELLINI LAURA ⓘ

Classification Request: OCR000001331 ⓘ

Language: not ITA

Outsourcing Referent: POLI FRANCESCO ⓘ

Outsourcing Evaluation – Revaluation Start (1/5)

Outsourcing Process Menu

Home > My Requests > OUTREQ0001391

Test y

Outsourcing Evaluation

Number: OUTREQ0001391

Classification Request: OCR000001524

State: Closed

Previous outsourcing number: OUTREQ0001387

Contract: New

Language: ITA

Place of activity: Supplier

Structure/Function of Outsourcing Referent: E220947 - PROCUREMENT OFFICE

Expected date of subscription of new contract/renewal: 24/11/2020

Outsourcing Coordinator: SRETENOVIC VLADIMIR

1 REQUEST REVALUATION PREVIEW PDF

Revaluation Motivation *

-- None --

-- NOTE --

1. FEI annual revaluation

3. Contract expiration / tacit renewal

4. Substantial changes

5. Non-substantial changes

Yes

Entrusting the business to third parties affects investment services/activities *

No

2

The O.R. (or in his absence, the O.C. / GO user) can reevaluate a closed outsourcing request with the “Request revaluation” button if:

1. No daughter outsourcing request has yet been generated from this request;
2. The request has been reevaluated for non-substantial changes and consequently no new daughter outsourcing request was generated;
3. The request has already been reevaluated, but it has generated a daughter outsourcing request that is in «Blocked» state.

Outsourcing Evaluation – Revaluation Start (2/5)

Outsourcing Process

Home > My Requests > OUTREQ0001391

Test y

Outsourcing Evaluation

Number OUTREQ0001391	Classification Request OCR000001524
State Closed	Previous outsourcing number OUTREQ0001387
Contract* New	Language ITA
Place of activity* Supplier	Structure/Function of Outsourcing Referent E220947 - PROCUREMENT OFFICE
Expected date of subscription of new contract/renewal* 24/11/2020	Outsourcing Coordinator SRETENOVIC VLADIMIR

1 REQUEST REVALUATION PREVIEW PDF

2 The O.R. (or in his absence, the O.C. / GO user) must fill in the “Revaluation Motivation” field with one of the following options:

- FEI annual revaluation
- NON-FEI biennial revaluation
- Contract expiration/tacit renewal
- Substantial changes
- Non-substantial changes

Revaluation Motivation *

-- None --

-- NOTE --

1. FEI annual revaluation

3. Contract expiration / tacit renewal

4. Substantial changes

5. Non-substantial changes

Yes

Entrusting the business to third parties affects investment services/activities *

No

Outsourcing Evaluation – Revaluation Start (3/5)

Revaluation Motivation *

3. Contract expiration / tacit renewal ▼

Draft state start date

22/12/2021

Evaluation state start date

23/12/2021

Yes ▼

Entrusting the business to third parties affects investment services/activities * ?

No ▼

Note * ?

test

1

2

SAVE CONFIRM NOT CONFIRM PREVIEW PDF

In case of **contract expiration/ tacit renewal**

- 1 The O.R. (or in his absence, the O.C. / GO user) must fill in the «Note» field
- 2 The O.R. (or in his absence, the O.C. / GO user) can:
 - Save using the «Save» button
 - Do not confirm the reason for the revaluation entered by the «Not confirm» button
 - Confirm the reason for contract expiration/ tacit renewal through the «Confirm» button. It opens a new request in Draft status and the O.R. can edit the fields of all the sections; more over he must obligatorily fill in the field «Notes of Revaluation» in every section before to send the request to the O.C.

Outsourcing Evaluation – Revaluation Start (4/5)

1 Revaluation Motivation *

1. FEI annual revaluation

Type of Periodic Revaluation *

Periodic Revaluation with Substantial Changes

Draft state start date

Yes

Entrusting the business to third parties affects investment services/activities *

No

Substantial changes *

test

2 Type of Periodic Revaluation *

Periodic Revaluation without Substantial Changes

Are you sure you want to confirm that no changes have occurred since the last risk assessment?

Previous revaluation date *

23/12/2021

Previous contract signing dates *

24/12/2021

Standard contract *

supplier

Performance of the supplier *

critical issues encountered are overcome: overseer...

No

Non-substantial changes *

test

1 In case of **periodic revaluation with substantial changes**, the O.R. (or in his absence, the O.C. / GO user) fill in the following fields:

- “Type of periodic revaluation”
- “Substantial changes”

In case of revaluation for **substantial changes**, the O.R. fill in only the “Substantial changes” field.

2 In case of **periodic revaluation without substantial changes**, the O.R. (or in his absence, the O.C. / GO user) fill in the following fields:

- “Type of Periodic revaluation”
- “Previous revaluation date”
- “Previous contract signing dates”
- “Standard contract”
- “Performance of the supplier”
- “Non-substantial changes”

In case of revaluation for **non-substantial changes**, the O.R. fill in only the “Non-substantial changes”

Outsourcing Evaluation – Revaluation Start (5/5)

test

Outsourcing Evaluation

Number
OUTREQ0007494

Classification Request
OCR000001331

Phases
Closed

Language
not ITA

Outsourcing Governance Referent
BARDELLINI LAURA

Outsourcing Referent
POLI FRANCESCO

Contract * (?)
Revaluation

Structure/Function of Outsourcing Referent
0171206 - DAG PROG AUDIT COMPLIA...

Place of activity * (?)
Supplier

Outsourcing Coordinator
SINISCALCHI ROBERTO

Expected date of subscription of new contract/renewal/revaluation *
15/12/2021

Company *
INTESA SANPAOLO S.P.A.

Branch and Company

Status

- Draft
- Evaluation
- Consolidate
- Validating
- Solution Selected
- Finalization
- Closed
- Locked

1 SAVE CONFIRM NOT CONFIRM PREVIEW PDF

2 SAVE LEAVE CONFIRM NOT CONFIRM PREVIEW PDF

1 In case of **periodic revaluation with/without substantial changes**, the O.R. (or in his absence, the O.C. / GO user) after completing the fields can:

- Save using the «Save» button
- Do not confirm the reason for the revaluation entered by the «Not confirm» button
- Confirm the reason for the revaluation using the «Confirm» button. The request passes to the Coordinator.



Focus Following slide

2 In case of revaluation for **substantial/non-substantial changes**, the O.R. (or in his absence, the O.C. / GO user) in addition to the buttons shown at the point 1, he also has the «Leave» button to abandon the revaluation.

Outsourcing Evaluation – Revaluation Approval (1/2)

test

Outsourcing Evaluation

Number
OUTREQ0007494

Classification Request
OCR000001331

Phases
Closed

Language
not ITA

Outsourcing Governance Referent
BARDELLINI LAURA

Outsourcing Referent
POLI FRANCESCO

Contract * ?
Revaluation

Structure/Function of Outsourcing Referent
0171206 - DAG PROG AUDIT COMPLIA...

Place of activity * ?
Supplier

Outsourcing Coordinator
SINISCALCHI ROBERTO

Expected date of subscription of new contract/renewal/revaluation *
15/12/2021

Company *
INTESA SANPAOLO S.P.A.

Branch and Company

Status

- Draft
- Evaluation
- Consolidate
- Validating
- Solution Selected
- Finalization
- Closed
- Locked

- In all cases of revaluation, **except in the case of REVALUATION WITHOUT SUBSTANTIAL CHANGES**, the
- 1** Coordinator (or in his absence, the GO user) can:
- Refuse using the «Reject» button and is obliged to enter a mandatory reasons. The request is returned to the Outsourcing Referent.
 - Approve using the «Approve» button. A new request in the Draft status is opened.

SAVE

APPROVE

REJECT

PREVIEW PDF

1

Outsourcing Evaluation – Revaluation Approval (2/2)

test

Outsourcing Evaluation

Number
OUTREQ0007494

Classification Request
OCR000001331

Phases
Closed

Language
not ITA

Outsourcing Governance Referent
BARDELLINI LAURA

Outsourcing Referent
POLI FRANCESCO

Contract * ?
Revaluation

Structure/Function of Outsourcing Referent
0171206 - DAG PROG AUDIT COMPLIA...

Place of activity * ?
Supplier

Outsourcing Coordinator
SINISCALCHI ROBERTO

Expected date of subscription of new contract/renewal/revaluation *
15/12/2021

Company *
INTESA SANPAOLO S.P.A.

Branch and Company

Status

- Draft
- Evaluation
- Consolidate
- Validating
- Solution Selected
- Finalization
- Closed
- Locked

SAVE APPROVE AND SEND TO GO REJECT PREVIEW PDF

1

In case of **REVALUATION WITHOUT SUBSTANTIAL CHANGES**, the Coordinator (or in his absence, the GO user) can:

- 1 Refuse using the «Reject» button and is obliged to enter a mandatory reasons. The request is returned to the Outsourcing Referent.
- Approve using the «Approve and send to GO» button. In this case, the request is sent to GO user for final approval.

Outsourcing Evaluation – Revaluation Outsourcing Governance (1/2)

Outsourcing Evaluation
Servizio di archiviazione, custodia e ricerca

Follow Approve Reject Preview PDF

Manage Attachments (23): [Modulo informativo per lavvio del ...](#) [view] [doc FOI_contratto 2019.docx](#) [view] [contratto.zip](#) [view] +20

Draft ✓ Evaluation ✓ Consolidate ✓ Validating ✓ Solution Selected ✓ Finalization ✓ Closed

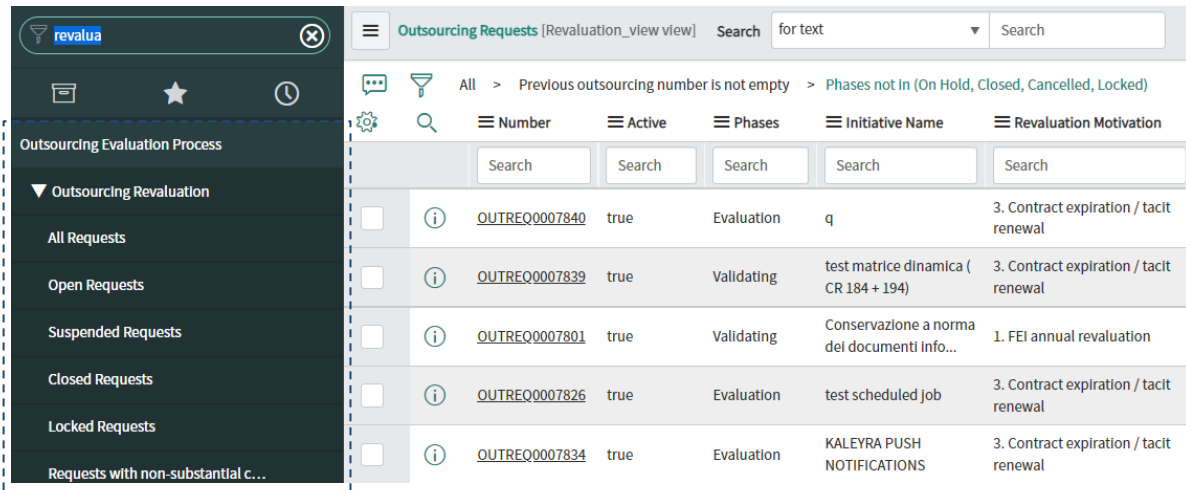
Number	OUTREQ0007460	Classification Request		①
Phases	Closed	Language	ITA	
Outsourcing Governance Referent	BAZZANA DEBORA	Outsourcing Referent	LAZZARONI MANUELA	①
Compliance User		Structure/Function of Outsourcing Referent	0171257 - DC OP PRESTITALIA - CREDITO A	①
Contract	Renewal	Outsourcing Coordinator	BASTIANELLO ELISA	①

2

In the case of **REVALUATION WITHOUT SUBSTANTIAL CHANGES**, the GO user can:

- Refuse using the «Reject» button and is obliged to enter a mandatory reasons. The request is returned to the Outsourcing Referent.
- Approve using the «Approve» button. In this case, **a daughter outsourcing request is not generated.**

Outsourcing Evaluation – Revaluation Outsourcing Governance (2/2)



The screenshot shows a web application interface for 'Outsourcing Requests'. On the left is a dark sidebar with a 'revalua' header and a menu under 'Outsourcing Evaluation Process' including 'Outsourcing Revaluation', 'All Requests', 'Open Requests', 'Suspended Requests', 'Closed Requests', 'Locked Requests', and 'Requests with non-substantial c...'. The main area has a title 'Outsourcing Requests [Revaluation_view view]' and a search bar. Below the title is a breadcrumb trail: 'All > Previous outsourcing number is not empty > Phases not In (On Hold, Closed, Cancelled, Locked)'. A table with columns 'Number', 'Active', 'Phases', 'Initiative Name', and 'Revaluation Motivation' displays five rows of data. Each row starts with a checkbox and an information icon.

	Number	Active	Phases	Initiative Name	Revaluation Motivation
☐	OUTREQ0007840	true	Evaluation	q	3. Contract expiration / tacit renewal
☐	OUTREQ0007839	true	Validating	test matrice dinamica (CR 184 + 194)	3. Contract expiration / tacit renewal
☐	OUTREQ0007801	true	Validating	Conservazione a norma del documenti Info...	1. FEI annual revaluation
☐	OUTREQ0007826	true	Evaluation	test scheduled job	3. Contract expiration / tacit renewal
☐	OUTREQ0007834	true	Evaluation	KALEYRA PUSH NOTIFICATIONS	3. Contract expiration / tacit renewal

Users of the GO group, under the section «Revaluation Outsourcing», can access the following modules:

- «All requests»: with all requests re-evaluated, including revaluations without substantial changes;
- «Open requests»: all open requests under revaluation;
- «Suspended requests»: all suspended revaluated requests;
- «Closed requests»: all closed revaluated requests;
- «Blocked requests»: all blocked revaluated requests;
- «Requests with non-substantial changes»: all requests revaluated with non-substantial changes.

Outsourcing Evaluation – Revaluation task editability Evaluation functions

< ☰ Outsourcing task - OUTTSK000005952

In progress

Number	OUTTSK000005952
Outsourcing Request	CONTRATTO DI SERVICE INFRAGRUPO MULTISERVIZI ⓘ ⓘ
Number	OUTREQ0007829
Evaluation Function	Procurement ⓘ
Critical or Important Function (FEI)	Yes
Evaluation Observation	società del Gruppo soggetta a direzione e controllo e consolidamento di Intesa Sanpaolo
* Evaluation Function Stand	Positive ▼
Documentation	Documentation Completed
* Documentation present	Complete ▼
Necessary Function opinion outside the procedure	☐
* Revaluation Notes	si conferma la valutazione

The Evaluation Function, for a request being re-evaluated, can edit only the following fields:

- Evaluation Function Stand;
- Documentation present;
- Necessary Function opinion outside the procedure;
- Revaluation Notes.

The other fields are not editable.

Outsourcing Evaluation – Audit Profile (1/2)

The screenshot displays the ServiceNow interface for Outsourcing Requests. The top navigation bar includes the 'Filter navigator' and a search bar. The left sidebar shows the 'Classification Requests' menu, with 'Outsourcing Requests' highlighted. The main area shows a list of Outsourcing Requests with columns for Number, Initiative Name, State, and Assigned to. A red box labeled '1' highlights the 'Outsourcing Requests' menu item. A red box labeled '2' highlights a specific request (OUTREQ0001380) in the list. A red box labeled '3' highlights the detailed view of the selected request, showing various fields like Numero, Stato, Contratto, Indirizzo dell'attività, Data prevista di sottoscrizione nuovo contratto/innovo, Proprietà server dove trasferiranno i dati/informazioni della Banca, Competenze gestionali essenziali per lo svolgimento dell'attività, Organizzazione dell'attività, L'affidamento dell'attività a terzi non consente di rispettare la normativa, Individuazione Attività, Numero istruttoria precedente, Lingua, Struttura/Funzione Referente Outsourcing, Coordinatore Outsourcing, Motivo esternalizzazione, Tipologia, Capital Budget, and Competenze tecniche essenziali per lo svolgimento dell'attività.

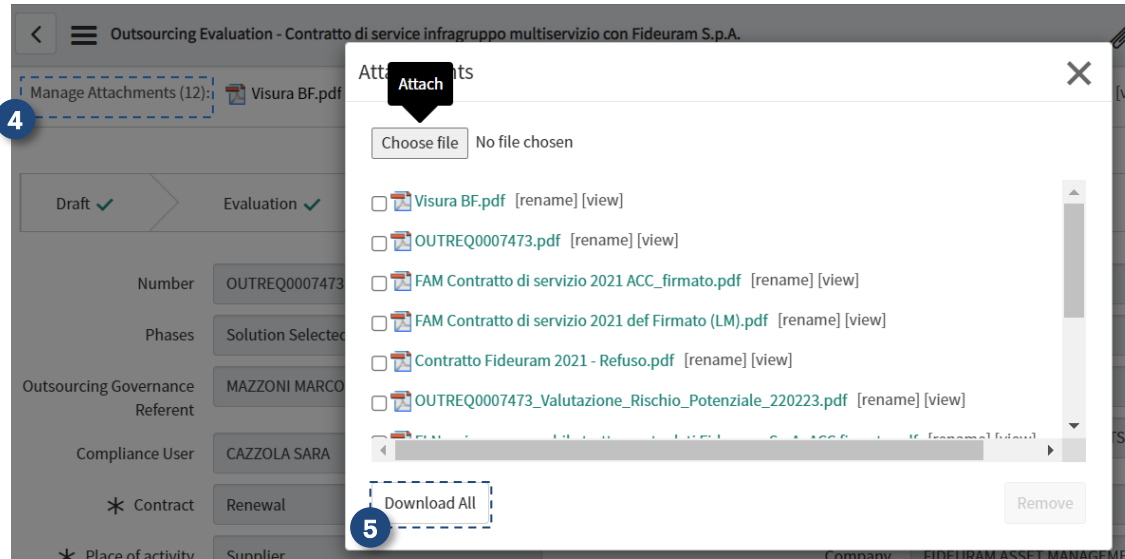
1 The user of the Audit group accesses the ServiceNow backend and can act in read-only mode in «Outsourcing Requests» » by selecting the modules:

- «Opened Outsourcing Requests»
- «Suspended Outsourcing Requests»
- «Closed Outsourcing Requests»
- «Locked Outsourcing Requests»

2 Select the task of interest

3 All the fields of the task are viewable but not editable

Outsourcing Evaluation – Audit Profile (2/2)



The user of the Audit group can download all attachments of a request:

- 4 Select «Manage attachments»
- 5 Press the «Download All» button

Outsourcing Evaluation – Buyer

Outsourcing Process

Requests

MY REQUESTS

Personal Your office Requests I follow

Show:

☒ Outsourcing ☐ Classification

SEARCH AND FILTER

NUMBER △ ▽	CREATED △ ▽	INITIATIVE NAME △ ▽	ASSIGNED TO △ ▽	UPDATED △ ▽	PHASES △ ▽
OUTREQ0007493	17/12/2021 16:55:57	test	SINISCALCHI ROBERTO	23/12/2021 18:33:57	Draft

Supplier

Expected date of subscription of new contract/renewal/reevaluation *

24/12/2021

Server properties where the Bank's data/information will pass through *

Subcontractor

Management skills essential to the performance of the activity * ?

Supplier

SINISCALCHI ROBERTO

Company *

INTESA SANPAOLO S.P.A.

Branch and Company

INTESA SANPAOLO S.P.A. - No Branch

Outsourcing reason * ?

Costs reduction

Outsourcing type * ?

Closed

Locked

Attachments

Nota Cliente.docx (13.4 KB)
2m ago

PREVIEW PDF

- 1 The buyer accesses the portal and can act in read-only in «Outsourcing Evaluation» selecting «My requests» > «Outsourcing»
- 2 Select the request of interest
- 3 Can download documents
- 4 Can see the preview PDF

Outsourcing Evaluation – Edit Referent - Coordinator

h/Course Overvi... Home | ServiceNow... diagrams.net

isgsdev.service-now.com dice

With the change of outsourcing referent, it is noted that the person identified also become the outsourcing referent in the monitoring form associated with the current OUTREQ - after the OK command, a document of the request for change of outsourcing referent by the function concerned must be attached - the naming of the document must be "change referent_ddmmyyyy" (e.g., change referent_01082022) - CHANGE OF OUTSOURCING REFERENT IS NOT ALLOWED TO HANDLE TEMPORARY ABSENCES

1 EDIT REFERENT PREVIEW PDF

Suppliers

2 OK Annulla

Outsourcing Evaluation

Number
OUTREQ0007885

Classification Request
OCR000001855

Phases
Consolidate

Language
ITA

Outsourcing Governance Referent
SINISCALCHI ROBERTO

Outsourcing Referent
TRALDI SOFIA

Compliance User
DANIN LAURA

3 New Referent Outsourcing *

1 The coordinator selects a request in draft/evaluation/consolidation/validation/selected solution state and presses the "Edit Referent" button

Select the "OK" button

2 Before filling in the «New Referent Outsourcing» field with the new referent, he must load an attachment with the correct naming «change referent_ddmmyyyy»

3

Outsourcing Evaluation – Edit Referent – Outsourcing Governance

Outsourcing Evaluation
Piattaforma di Back-End Transaction Banking di Intesa-Sanpaolo-----

Follow Save **Edit Referent** Lock On Hold Require External Opinion Preview PDF

isgsdev.service-now.com dice

With the change of outsourcing referent, it is noted that the person identified also becomes a contact person in the already active monitoring form associated with the outsourcing being reevaluated- after the OK command, a document of the request for change of outsourcing referent by the function concerned must be attached - the naming of the document must be "change referent_ddmmyyyy" (e.g., change referent_01082022) - CHANGE OF OUTSOURCING REFERENT IS NOT ALLOWED TO HANDLE TEMPORARY ABSENCES

2 OK Annulla

Compliance User DANIN LAURA ⓘ

* Contract Renewal ▼

* Place of activity Company ▼

Outsourcing Referent TAGLIALAGAMBA BIANCA ⓘ

3 * New Referent Outsourcing

1 The GO user selects a request in draft/evaluation/consolidation/validation/selected solution state and presses the “Edit Referent” button

Select the “OK” button

2

3 Before filling in the «New Referent Outsourcing» field with the new referent, he must load an attachment with the correct naming «change referent_ddmmyyyy»

Double Approval Level

In the process there may be cases in which a double approval workflow is envisaged both in the Classification Request phase and in the Validation status of the Outsourcing Assessment phase.

In this case, the group in the first level consists of the validator function that must evaluate/validate the task; following the closure of the task by the I level, if the II level of approval is also activated for that function, the task will be reopened and assigned to the II level function (typically the group leader) which can confirm / overwrite what has been entered by the evaluating function level I.