



GDPR Compliance Drives Modernization

Applying LINKProcess™ to identify and address compliance with GDPR leads to improvement in the data infrastructure and information assets for a fast-growing organization.

How RG Assisted a Global eSports Company Go Beyond Compliance

A West Coast video game developer and eSports tournament organizer has employees and customers across the globe and must comply with the General Data Protection Regulation (GDPR) which goes into effect on May 25, 2018. GDPR requires the company to understand its landscape of data, systems, and processes to assess the effort to comply with this regulation and mature its back-office organization. More than 60 systems support back-office tools and functions and a variety of highly sensitive personal data is spread throughout the systems.

RG was hired to deliver business architecture, analysis, and solution implementation to mature its processes and governance while preparing the entire organization for GDPR compliance. In addition to understanding the compliance needs for GDPR, the analysis identified opportunities for improving the data infrastructure and driving additional value from the company's information assets.

Business Architecture & Analysis: Planning & Scoping

RG collaborated closely with key stakeholders to document the governing requirements, systems and associated metrics, processes, roles, and data elements that make up the back-office functions. RG worked with leadership to plan the analysis approach including: interview schedules, planned artifacts and deliverables, survey questionnaires, and facilitation tools to be used to effectively assess the gaps between the company's current state and compliance with GDPR.

Back Office Process & System Analysis

RG conducted interviews with business and systems owners to document the current state of data and its use in day-to-day operations. Through this effort RG mapped the movement of information through different systems noting the lifecycle of creation, use, storage, sharing, and disposal. RG gathered metrics related to each system and process for input into risk calculations and to further documentation of the area under study.

Risk Assessment & Gap Identification

RG used data mapping and process understanding to assess gaps between the current state and the requirements set forth by GDPR. RG was able to identify areas of deficiency in the current processes and systems. RG used the process and system metrics gathered to perform risk calculations and provided a quantitative means to rank and prioritize improvements for implementation planning.

Implementation Planning & Facilitation

RG validated recommended improvements with stakeholders and confirmed the business value of the proposed prioritization. RG developed functional use cases to fulfill the distilled requirements. The use cases were used with the business and system owners to develop a task level plan to address the identified gaps. RG facilitated an Agile approach to drive completion of the planned tasks, guiding process documentation and functional process documentation.

Outcomes Delivered

- Increased stakeholder understanding of relationships, dependencies, and interactions of 4 teams, 15 high-level processes, and 60+ systems.
- Quantified risk of individual systems & processes to promote informed and measured prioritization of improvements by leadership and key stakeholders.
- Matured methodology and approach of solution planning and design to reach desired "to-be" state.
- Ensured traceability of solution to driving regulatory requirements.
- Developed use cases to address policy, process, and technical solutions that needed to be implemented.



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About RG

RG partners with clients to test and refine every solution to meet their exact needs. We take pride in tackling complex management challenges with fresh and innovative insights and in transforming our clients' vision into reality.