

e.on

Energy
Trading

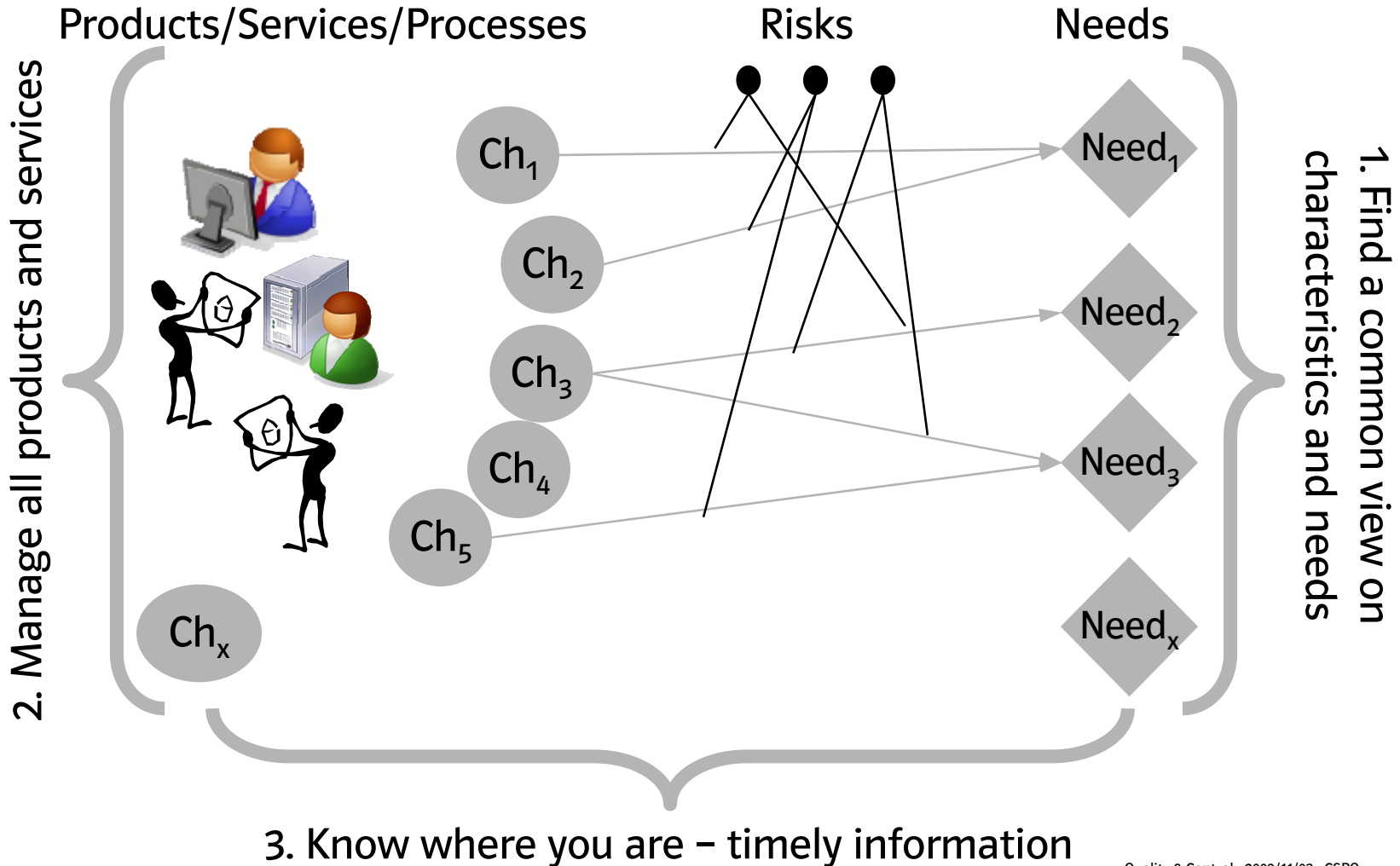
Quality and Control

Risk Conf

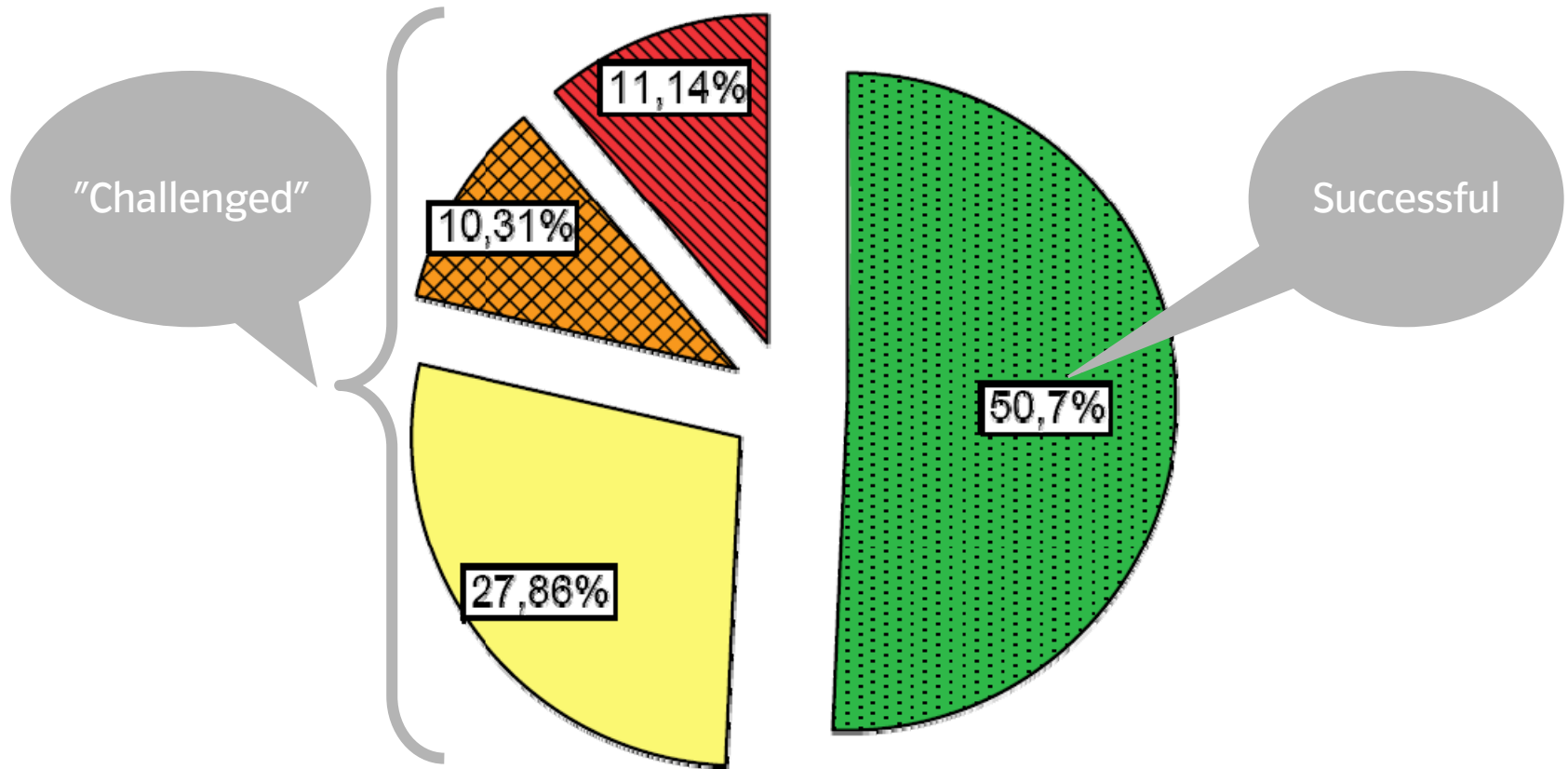
Dr. Daniel Simon, Information Security, IS Processes & Quality

Munich, November 5, 2009

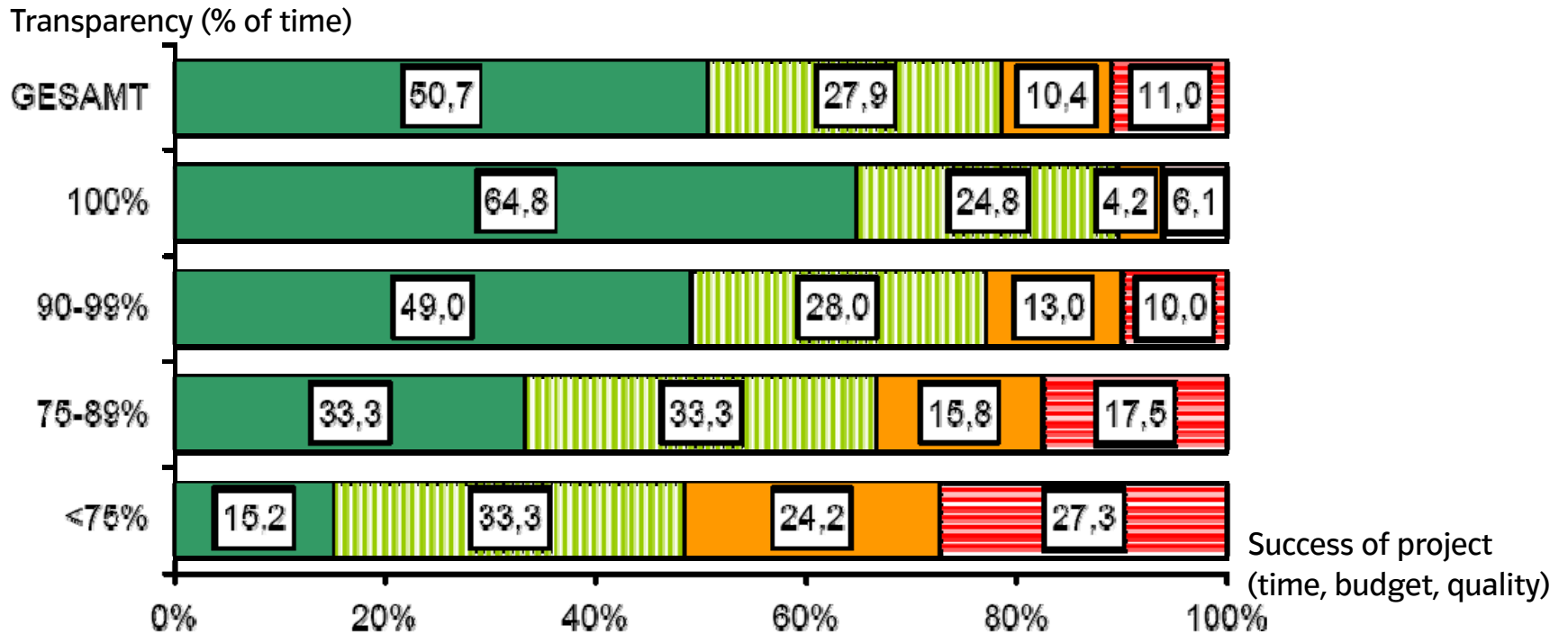
Risks: Challenges for IT professionals



The success of IT projects are still at risk



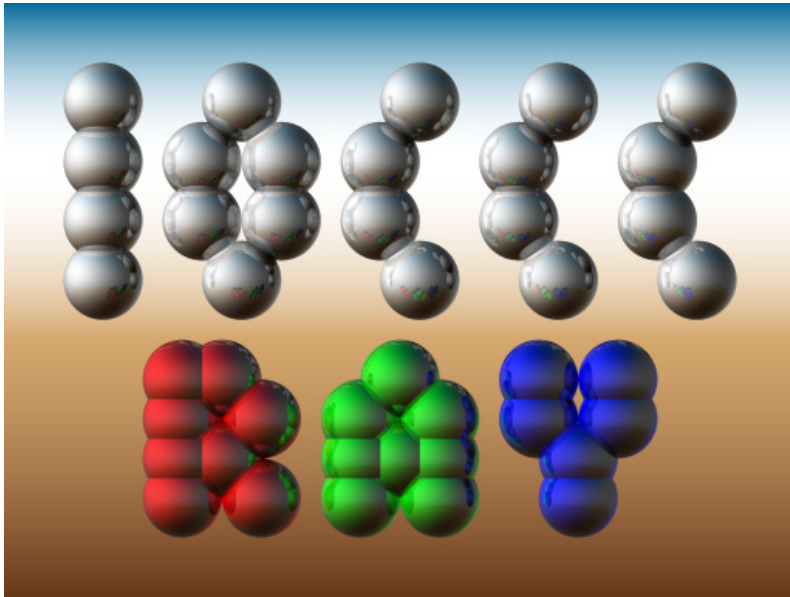
Your project success depends on transparency



Only 15.2% of IT projects that had transparency less than 75% of the time were a full success.

■ full success
 ■ key goals achieved
 ■ significant shortcomings
 ■ complete failure

Enterprises must consider MAINTENANCE risks

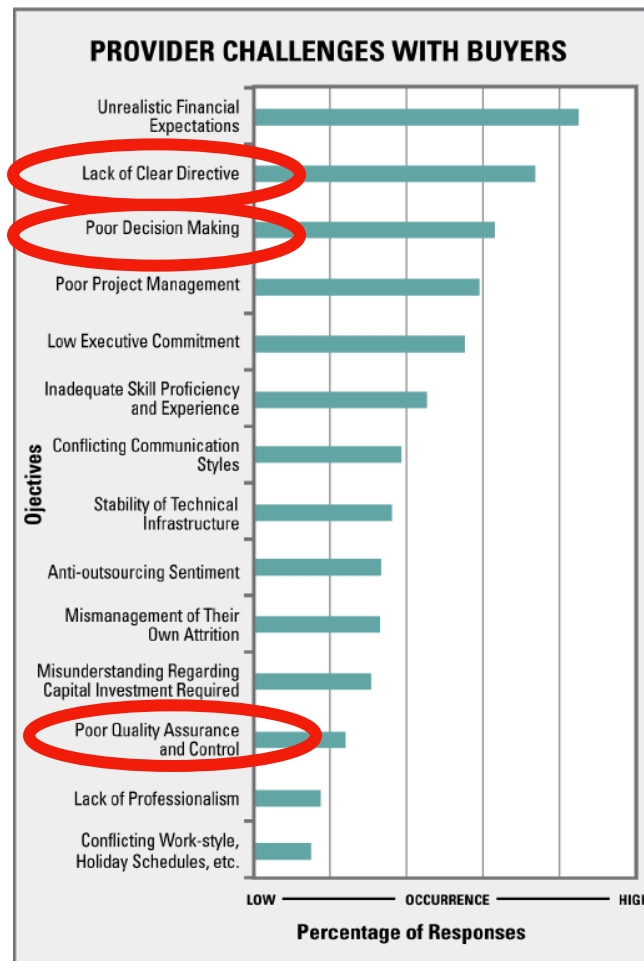
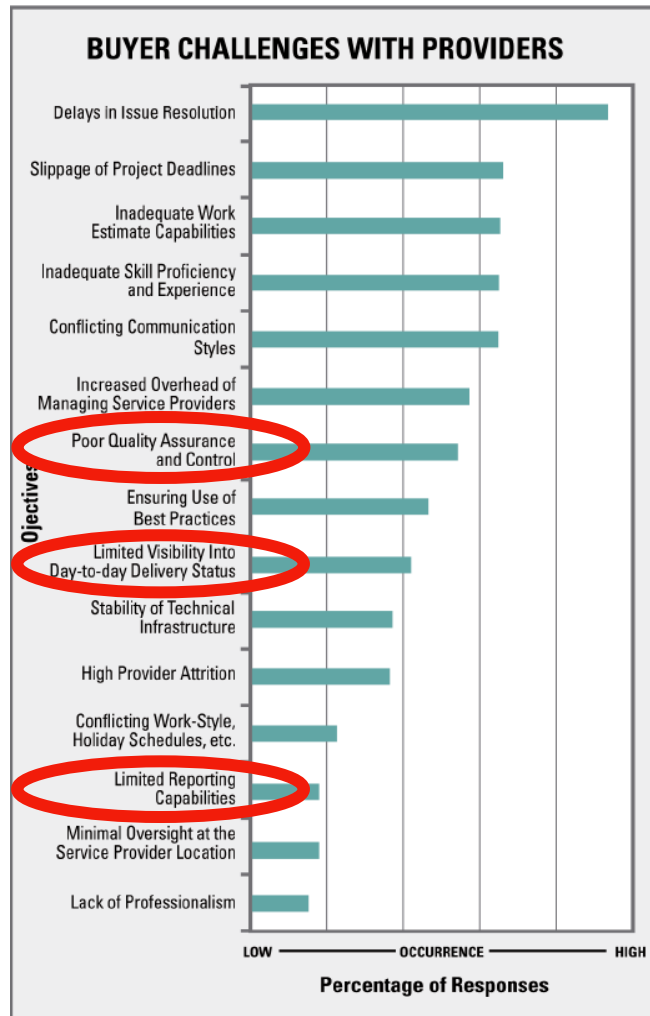


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1 X=1024; Y=768; A=3;
2
3 U=0;K=-10;L=-7;M=1296;N=36;O=255;P=9;_l=<<15;E;S;C;D;F(b){E="1"111886:6??AAAF"
4 "FHHMMO055557799@>>BBBGGIIKK"[b]-64;C="C@=:C@=:C@=:C@=:CS""31/513/5131/"
5 "31/531/53"[_l]-64;S=b<22?9;0;D=2;}I(x,Y,X){Y?(X^=Y,X^X>x?(X^=Y):0, I (x,Y/2,X
6 )):(E=X); }H(x){I(x,_,0)}p;q( c,x,y,z,k,l,m,a, b){F(c
7 )x=E*M;y=S*M;z=C*M;b=x*x/M;y*M+z
8 *z/M-D*D *M;a=x *k/M -y*l/M-z *m/M; p=((b=a*a/M-
9 b)>=0?(I (b*M,_, 0),b =E, a+(a>b ?-b:b): -1.0)}Z;W:o
10 (c,x,y, z,k,l, m,a){Z!= c? -1:Z;c <44?(q(c,x ,y,z,k,
11 l,m,0,0 ),(p> 0&&c!= a&& (p<W ||Z<0) )?(W=
12 p,Z=c): 0,c(c+ 1, x,y,z, k,l, m,a):0 ;}Q;T:
13 U;u;v;w :n(e,f,g, h,i,j,d,a, b,V){o(0 ,e,f,g,h,i,j,a):d>0
14 &&Z=0?(e+=h*N/M,f+=i*N/M,g+=j*N/M,F(Z),u=e-E*M,v=f-S*M,w=g-C*M,b=(-2*u-2*v+w)
15 /3,H(u*u+v*v+w*w),b/d,b*b,b*b=200,b/=(M*M),V=Z,EI=0?(u=-u*M/E,v=-v*M/E,w=-w*M/
16 E):0,E=(h*u+i*v+j*w)/M,h=-u*E/(M/2),i=-v*E/(M/2),j=-w*E/(M/2),n(e,f,g,h,i,j,d-1
17 ,Z,0,0),Q/=2,I/=2, U/=2,V=V<22?7:(V<30?1:(V<38?2:(V<44?3:(V==44?6:3)))
18 ,Q+=V*1?b:0,I +=V*2?b :0,U+=V &&b:0): (d==E?(g+=2
19 ,j=g>0?g/8:g/ 20):0,j >0?(U= j *j/M,Q =255- 250*U/M,I=255
20 -150*U/M,U=255 -100 *U/M):(U =j*j /M,U<M /?:(Q=255-210*U
21 /M,I=255-435*U /M,U=255 -720* U/M):(U =M/5,Q=213-110*U
22 /M,I=168-113*U / M,U=111 -85*U/M),dI=P?(Q/=2,I/=2
23 ,U/=2):0);Q=Q< 0?0: Q>0? 0: Q?I<0? 0:I>0?0:I;U=U<0?0:
24 U>0?0:U);R;G;B :t(x,y ,a, b){n(M*U+M *40*(A*x +a)/X/A-M*20,M*K,M
25 *L-M*30*(A*y+b)/Y/A+M*15,0,M,0,P, -1,0,0);R+=Q ;G+=I;B +=U;+a<A?t(x,y,a,
26 b):(++b<A?t(x,y,0,b):0);}r(x,y){R=G+B=0;t(x,y,0,0):x<X?(printf("%c%c%c\n",R/A,A,G
27 /A,B/A/A),r(x+1,y)):0;}s(y){r(0,-y)?s(y),y:y);}main(){printf("P6\n%i %i\n255"
28 "\n",X,Y);s(Y);}
    
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How to assess, evaluate, and benchmark technical quality?

Enterprises must manage SOURCING risks



Special focus: IT Sourcing needs a transparent status

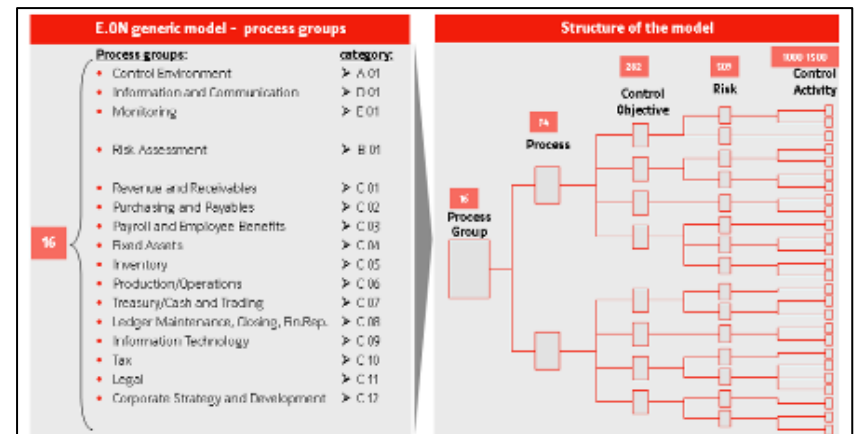
*“You get what you inspect,
not what you expect”*

- Senior Vice-President, Financial Services

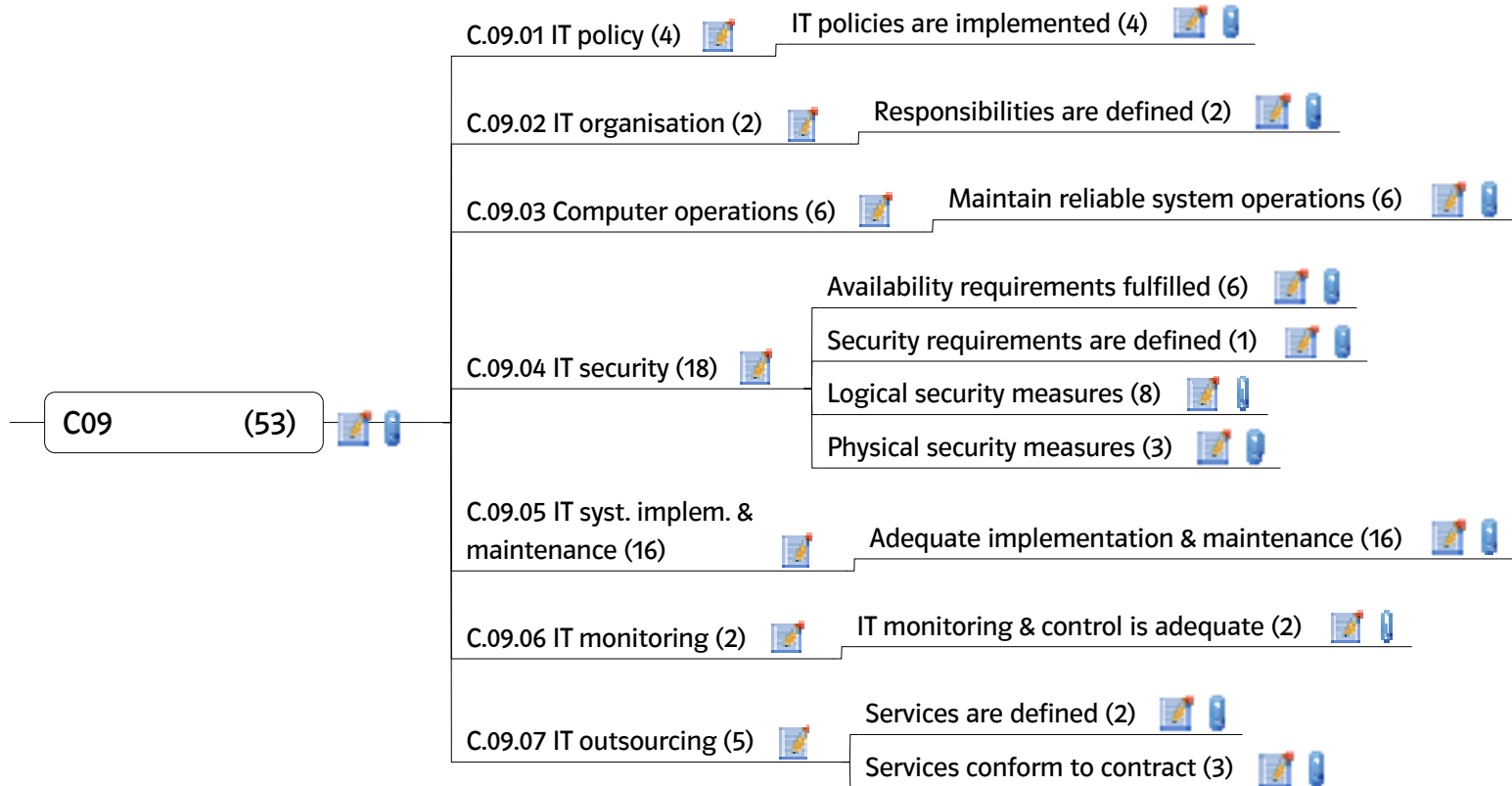
Buyers continue to improve in their ability to effectively manage outsourcing relationships. Increased governance over performance metrics, onsite reviews and better provider relationships are becoming standard practice. However, buyers still fall short of extracting the full value from many outsourcing relationships. The reason is two-fold. First, many buyers are suffering from a lack of clear direction and management due to their reliance on ill-conceived and poorly managed metrics to drive decision-making. Second, providers are feeling pressured to meet targets on these very same misguided metrics without a compelling reason to do so.

Starting points for Y-Model at EET

- Internal control is a key element of Sarbanes-Oxley Act of 2002, which required improvements in internal control in U.S. public corporations.
- The Internal Control System (ICS) provides a generic risk catalogue that can easily be mapped to the Y-Model in terms of "Objects & Attributes".
- ICS provides transparency for internal and external auditors.
- Integrated in continual improvement, ICS adds value on a day-to-day operational IT risk management.



Examples from instance for "information technology"



Risk management as a ongoing task

PDCA wheel can be used for operation and continuous improvement.

Plan:

- Define & refine Y-Model
- Commit & implement

Do:

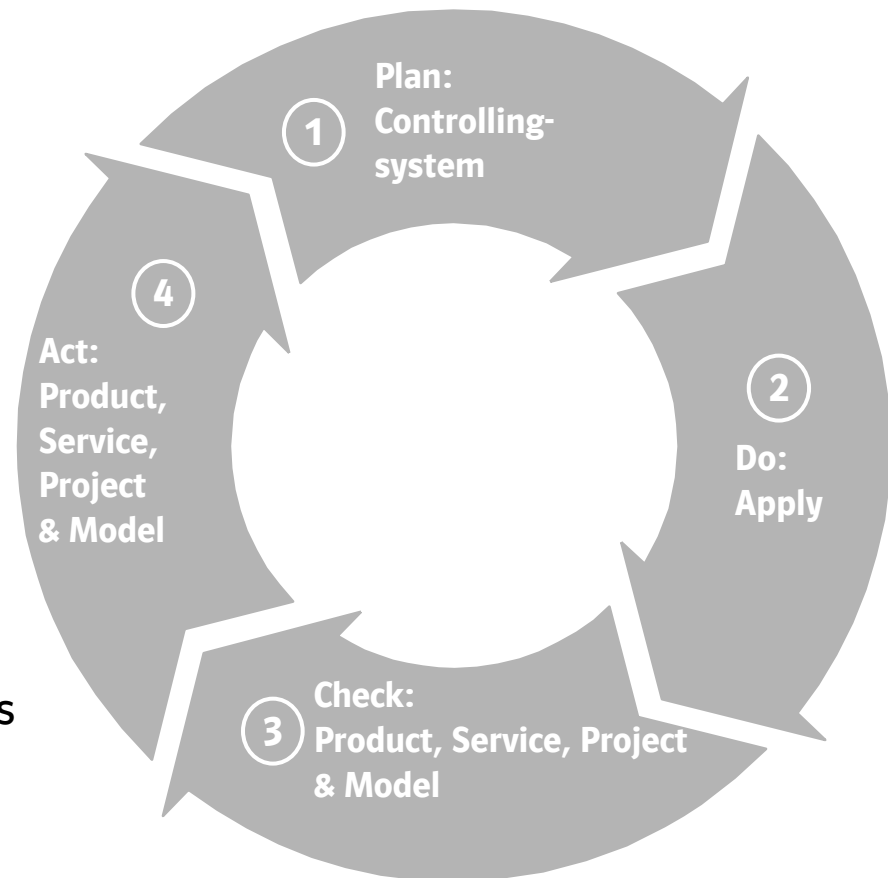
- Collect & visualise data
- Communicate results

Check:

- Evaluate project risks
- Y-Model blind spots & improvements

Act:

- Take mitigation actions
- Y-Model adjustments



Questions?

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