

IT Services Catalogue

Discover which IT Services
can help you and create value for
your project or your process



I.T. around the **Technip** **World**



January 2016
- Release #1.0 -

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This IT Service Catalogue belongs to:

Please send your comments on this catalogue to ITInternalCommunication@technip.com



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IT-SSO

The term “Shared Services Organization” (SSO) refers to a delivery model of the IT function in its entirety.

Vision

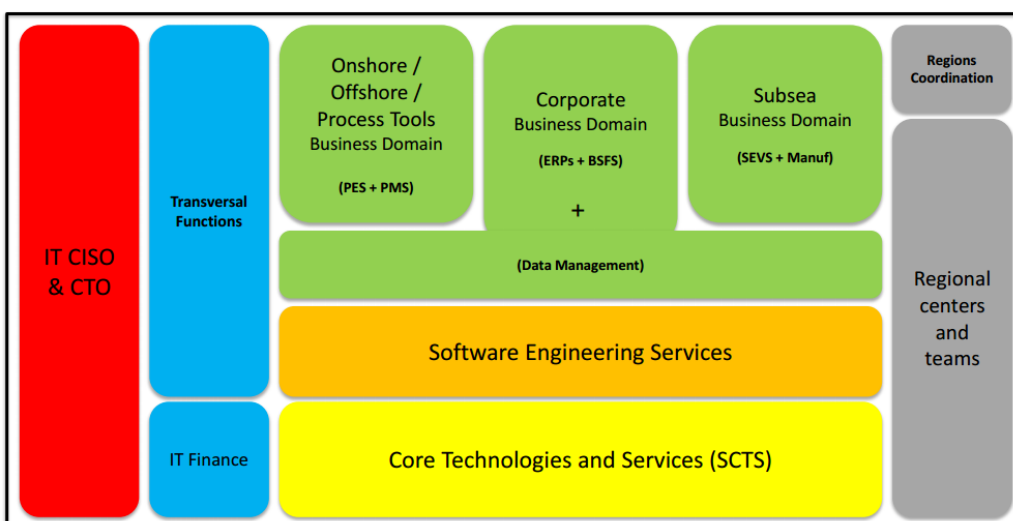
- The IT-SO is the exclusive IT service provider of Technip. It is composed of internal and external resources, with an internal client interface remaining local.
- The SSO delivers both shared services and non-shared services (also called local services). Shared services are delivered through separately managed organizational units working across regions. Non-shared services are delivered by regions / entities for their specific needs.
- The SSO has a governance structure that will align the delivery of services to the aims, strategy and policies of Business customers.
- As a general rule, the SSO will take over and manage the IT assets of the Company.

Main Missions

The mission of the SSO will be to provide the IT solutions and services required to support Technip’s Businesses. This will imply:

- Delivering high-level IT projects and services in accordance with the schedule, quality and cost targets agreed with Business customers.
- Operating the applications and infrastructure that support Technip’s Businesses in the most competitive way,
- Industrializing IT solutions and reducing the complexity of the enterprise architecture and application portfolio.

Organization



IT Business Services

Manage an IT applications portfolio creating value for your project or your process.



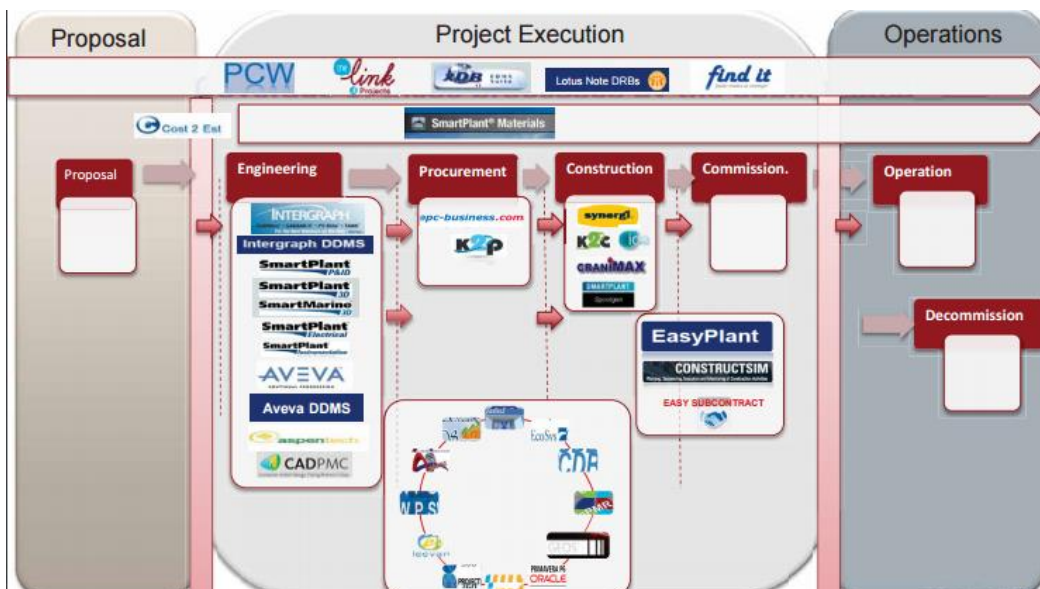
The IT Application Portfolio supports TECHNIP segments and the Corporate domain. It consists:

- To manage the lifecycle of IT applications from the appraise and design phase to the retirement.
- To rationalize and optimize the number of applications and usage.
- To define with business IT application characteristics including the criticality level.

The IT Application Portfolio is categorized by business domains

Onshore – Offshore – PT Segment

- **Project Execution Systems (PES)**
 - Engineering
 - Procurement
 - Construction
- **Project Management Systems (PMS)**
 - Cost Control
 - Estimating
 - Planning
 - Progress Measurement
 - Workload Measurement
 - Contract Management
 - Interface Management



Subsea

Manufacturing Systems

- Production Planning
- Cost estimation
- Design & Engineering
- Integrated business & manufacturing information tool
- Qualifications
- Quality Plan



Subsea Engineering & Vessels Systems

- Tendering & Estimation
- eSea Pipe Fabrication Management
- Vessels Management
- Tools to support
- Operational Reporting
- Security
- Video
- Business Intelligence



Corporate Domain

Business Support Functions Systems

- Finance
- HR
- Communication
- Legal
- Market & Prospects
- Security
- QHS&E
- Risk / Internal Control / Audit



Data Management Systems

ERPs

Demand Management

Part of the Strategic Phase of Information system processes, issued from prospective studies (Onshore / Offshore / Subsea / PT / Business Support Functions), demand is managed by the relevant IT Shared Business Applications Services. Demand appraisal is managed through PPD and PID (Project Proposal and Project initialization Document).

Contacts

- **Onshore / Offshore / PT:** Pierre VALY, VP Group-IT, pvaly@technip.com
- **Subsea:** Stuart MILLAR, VP Group-IT, smillar@technip.com
- **Business Support Functions:** Jean-Luc BRUNAT, VP Group-IT, jlbrunat@technip.com

IT Application “as a Service”

Deliver IT applications “as a service”

Overview

Provides a secured environment ensuring hosted components integrity (computer, storage, network), and the operating services associated (monitoring, backup/restore, data traceability, maintenance...) in order to deliver IT application “as a service”

Main Services offered

- Provide an environment based on standard IT technical solution to be used as a various contextual platform (production, release, qualification or development, training,...) as well as the operating services associated.
- Provide a reliable, optimized and secured access to IT environments with adequate performance.
- Provide dedicated storage space in the way each server see this storage as a private or shared disk space.
- Ensure the provision of IT capacities (Storage, CPU, memory, network bandwidth...) aligned with current needs and forecasted requirements.
- Deliver application "as a service" that includes managed technical administration, backup/restore, maintenance, monitoring and support.

Service Level Offered



- Monthly application availability : 99.9% (Monthly base)
- Standard solution Delivery mean time: 1 week
- Support Service Hours: 7x7 24h



- Monthly application availability : 99.5% (Monthly base)
- Standard solution Delivery mean time: 2 weeks
- Support Service Hours: 5x7 opened days from 8:00 am to 6:00 pm (CET)



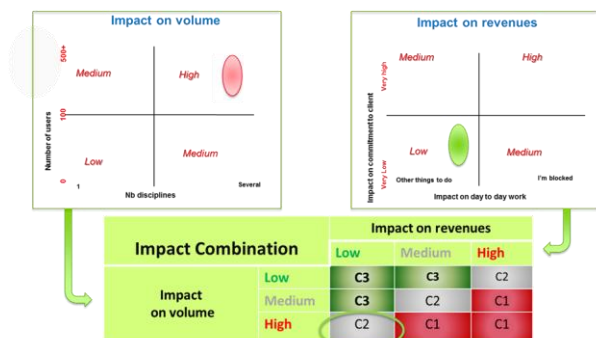
- Monthly application availability : 99.0% (Monthly base)
- Standard solution Delivery mean time: 3 weeks
- Support Service Hours: 5x7 opened days from 8:00 am to 6:00 pm (CET)



... IT Application “as a Service”

Business Criticality of an IT Application *(Detail in GL 24 110)*

The criticality of an application characterizes the importance of the usage of the application either for the Business or IT infrastructures. This information is used for the prioritization of incidents, problems and changes.



The combination of the impact on volume and the impact on revenues will determine the criticality of the application.

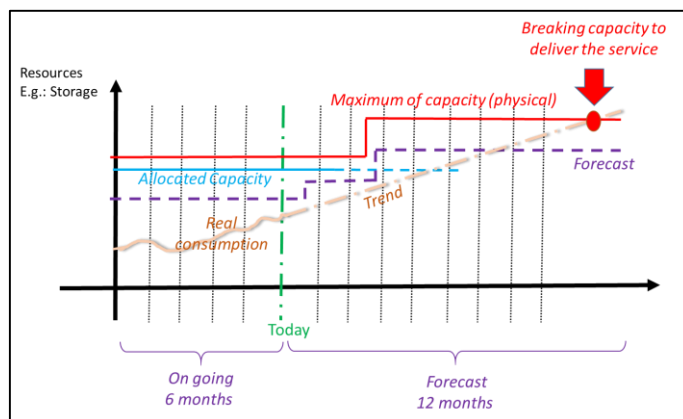
3 levels characterise the criticality where C1 is the higher.

Compliance, Security & Safety

- Service compliant with Technip policies and standards. Design “Green datacenters” as they minimize power consumption. Recycling managed according to environment regulation.
- Access to datacenter areas is controlled by security systems (keycard) for authorized staff only. Each access is monitored by video devices with recording. Logical accesses are strictly restricted to authorized people.
- Information Confidentiality and Integrity for business application is under full client responsibility

Capacity Management

IT infrastructure is limited by the site physical area. Disk space is limited only by physical storage infrastructure and could be expanded according to requirements. No restriction on data file types stored and no disk quota. Capacity management is based on current needs monitoring and client requirements. To do it, regular forecasted requirements reviews with Business Owners are necessary.



Finance

- The financial model of IT is based on real costs. IT is responsible for the competitiveness of Unit Prices. Clients are responsible for the optimization of quantity of work units needed and the selection of the appropriate service level in the service catalogue.
- Recharge costs are operated within IT fees according to the usage (pay per use).

How to Get the Service

- From “the link”
- Copy and paste
<http://thelink.exnet.technip.com/sites/ITPortal/Pages/Pages/GroupApplication.aspx>

Contacts

Technical Applications:

- **SCTS:** Christophe THIVET, SCTS - Group IT Infrastructure Services Director, cthivet@technip.com

Business Applications:

- **Onshore / Offshore / PT:** Pierre VALY, VP Group-IT, pvaly@technip.com
- **Subsea:** Stuart MILLAR, VP Group-IT, smillar@technip.com
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Collaborative Service

Provide technical solutions to satisfy users needs and facilitate corporate and social relationships

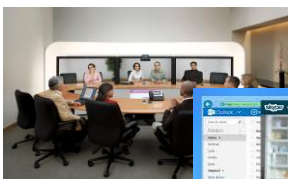
Overview

Provide a fast, efficient and collaborative way to do business with a solution able to get everyone together, to send a message, to share information, etc.. Also connects immediately with co-workers, stakeholders or people in other organizations.



Services Offered

- **Skype for Business:** Offer the simplest way to conference PC to PC with your colleagues. Get instant messaging (chat), audio and video calls, online meetings and sharing all in one application.
- **Enterprise Social Network Platform:** Based on Microsoft Yammer, it provides a networking platform to facilitate social relationship among people who share business interests and/or activities.
- **Web Conferencing & Audio Conferencing:** Allow you to conference and share screen/share applications, phone call-in, markup tools and whiteboard with users from inside and outside the company. This feature is ready to use and free of charge for all users through the **Skype for Business**. Public phones joining audio conference meetings provided on request and charged on use.
- **Video Conference:** Equipped meeting rooms with video conference, manage the reservation and support the conference.
- **Telepresence:** Solution implemented in the main sites of the group. Quality of the solution shut-out the distance from various localizations. Everybody seems to be in the same room!
- **Messaging (Email):** Based on Microsoft Outlook solution.
- **Telephony:** Provide to users a solution for voice communication between internal co-workers and external people. Maintain a Global TECHNIP Phone Directory.



➔ Use of IT collaborative services

➔ Number of travels

Benefits:

- Quicker: immediate reactivity, no travel time
- Cheaper: flight, hotel, meal savings, allowance
- Pulse: preserve environment, carbon footprint reduction

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How to Get the Services

■ Telephony, Email and Unified Communication Platforms:

In most of TECHNIP entities, the allocation of a fixed phone with an extension number, email address and account with access rights for collaborative tools are automatically included in the new comer on the boarding package.

Everywhere within the group, mobile phones are subject to a specific request which must be previously approved by managers. Follows the local IT request process to get it.

■ Web & Audio Conferencing:

This service is provided by Skype for Business and you just need to schedule a meeting using the “New Skype Meeting” bottom on your Outlook Calendar to use it.

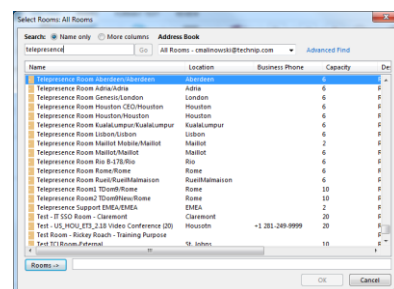


■ Video Conference and Telepresence:

For **Video Conference services**, each TECHNIP entity has their own way to schedule the meetings and book the rooms. Some of them use a specific plugin and for some others are done by their local Service Desks and/or secretaries and assistants. Please refers to your local IT Support for further information.

For **Telepresence services**, meetings are schedule directly by the users through the Outlook Calendar:

- Click in “Rooms”
- Search for “Telepresence”
- Select the required rooms



■ Enterprise Social Network:

1. Copy and paste <https://portal.office.com>
2. Log in with your Technip email address and password
3. Select the Yammer icon from the Office 365 portal
4. Follow the instructions and fill in your profile
5. You are now on Yammer and ready to work collaboratively

Service Level Offered



		Included	20'	
Video Conferencing	Pre-initialization (15' before VC)	Immediate		
	Support			
Telephony	Fixed phone system availability	99.9% (Monthly base)	99.5% (Monthly base)	98% (Monthly base)
	Availability	99.9% (Monthly base)	99.5% (Monthly base)	98% (Monthly base)
Messaging	Mail online duration	1 Year	6 months Year	1 month
	Mail archiving	Yes 10 years	Yes 1 year	no
Skype for business	Availability	99.9% (Monthly base)	99.5% (Monthly base)	98% (Monthly base)
	Video support	Yes	Yes	No
Yammer Platform	Availability	99.9% (Monthly base)	99.5% (Monthly base)	98% (Monthly base)

Contacts

- Cristiano MALINOWSKI
SCTS – Telecom, Office Environment & Collaboration Manager
cmalinowski@technip.com
- Christophe THIVET
SCTS - Group IT Infrastructure Services Director
cthivet@technip.com

IT Support Service



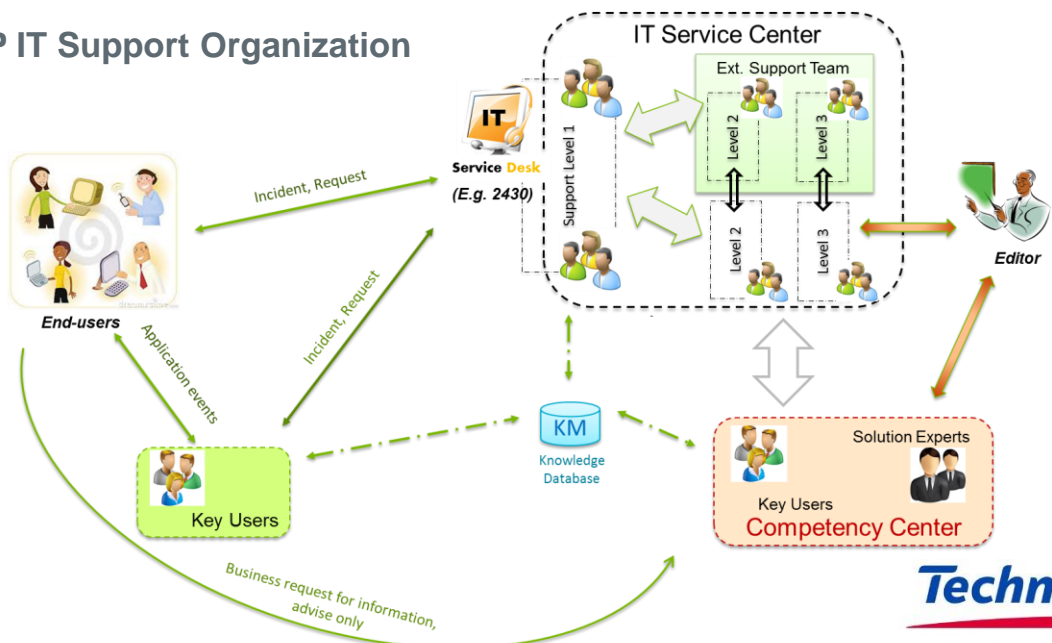
Provide a Single Point of Contact between IT and Users for IT events (incidents, requests,...), and Manage them until their fulfilment.

Service offered

- **Service Desk:** Standard Service Desk provides clients with a Single Point of Contact (SPOC) between Service Provider and Users related for IT events. Service desk is accessible through phone call , email , web portal. Service desk manage incidents, Service Requests, and users communication.
 - Event handling
 - Ticket logging
 - First diagnosis and resolution (when possible)
 - Ticket transfer and queue management
 - Regular user information follow up
 - User confirmation before ticket closing
- **Incident Management:** this process handles all incidents. That may be failures, faults or bugs that are reported by users or automatically detected and reported by monitoring tools.
- **Request:** this service is a request from a user for information, advice, a standard change, or access to a service
- **Access Management:** to grant authorized users the right to use a service , and to deny unauthorized users access...



TECHNIP IT Support Organization



... IT Support Service

What's happen when you call the service desk?

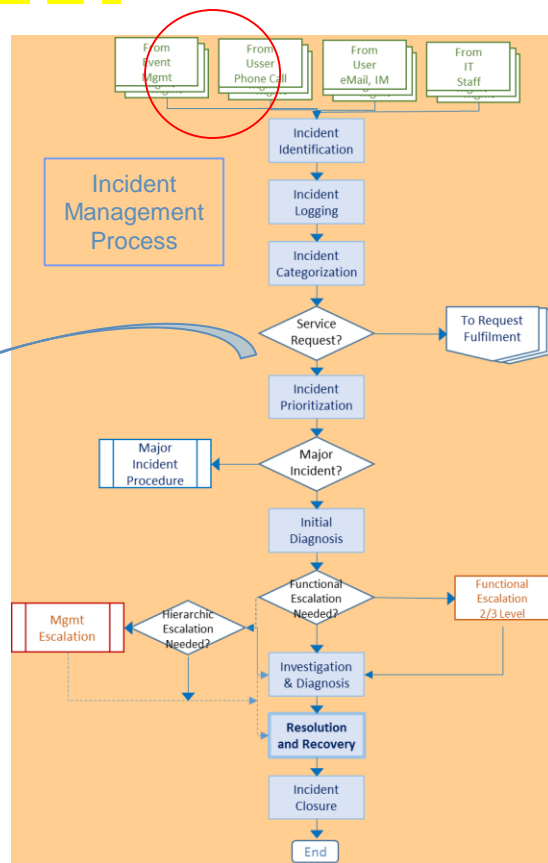
To manage an IT incident, a formal process (**incident management process**) is launched as soon as the service desk takes the user call.

The **impact** is expressed by the issuer and qualified by the Service Desk. The **urgency** is determined by the Service Desk in line with the application criticality.

Criticality is pre-defined for each application..

For **performance** purposes Criticality definition should be compliant with the following rule that should be applicable to All Applications perimeter:

- 80% of Applications are non-Critical ⇒ Not urgent
- 15% of Applications are Critical ⇒ Urgent
- 5% of applications are Very Critical ⇒ Very Urgent..



Service Level offered Based on priority :

		IMPACT		
		High (VIP or More than 10 Users blocked)	Medium (Between 1 and 10 Users blocked)	Low (No one blocked)
URGENCY	Very urgent	PRIORITY 1 Target resolution time: 2 hours	PRIORITY 2 Target resolution time: 8 hours	PRIORITY 3 Target resolution time: 24 hours
	Urgent	PRIORITY 2 Target resolution time: 8 hours	PRIORITY 2 Target resolution time: 8 hours	PRIORITY 3 Target resolution time: 24 hours
	Not urgent	PRIORITY 3 Target resolution time: 24 hours	PRIORITY 3 Target resolution time: 24 hours	PRIORITY 4 Target resolution time: Planned

(*) Target resolution time is defined by the maximum resolution time

User Satisfaction Survey

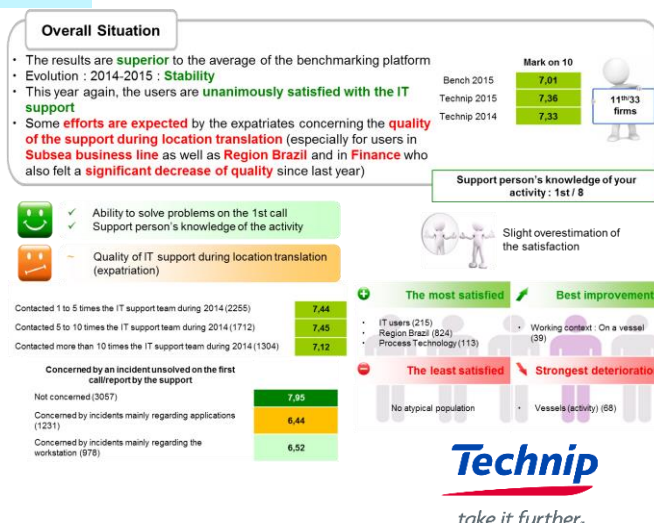
In order to improve the quality of service provided, IT regularly measures the User Satisfaction with benchmark comparison

How to Get the Service

- From ServiceNow Request Catalog
<https://technip.service-now.com/navpage.do>

Contacts

- Your local IT Manager
- Regional IT Director
 - **Region A:** Pierre Valy,
 - **Region B:** Franseco Lippo,
 - **North-Sea Canada:** Stuart Millar,
 - **North America:** Sandra Barnett,
 - **Brazil:** Marcia Cabral,
 - **APAC:** Nizam MohamadOziar



IT Workplace as a “Service”

Provide an IT workplace for a user-centric world

Service Offered

■ Package for a new comer:

This service provides end users with a standard and secured workstation and phone to be used in the Technip IT environment with up-to-date configurations, solutions and services, including license management and service desk support.

□ Workstation:

- Desktop for people having mainly a sedentary job.
- Laptop (+ additional screen) for people working in a nomad activity.
- CAD Station according to your job.

□ Software:

- Office apps (Word, Excel, Powerpoint)
- Communication and collaboration tools (Outlook, Skype for Business, Yammer)
- Access to shared resources (printing, personal and shared network drives)
- Software licenses according to the job.

□ Security:

- Cable to tie the device to the desk, mainly for laptops.
- Security tools (antivirus, antimalware, local firewall, IPS)

□ Access:

- Telephony (Physical or Softphone)
- Corporate Network (Wired and Wireless)
- Internet
- Printing



This service includes IT Support

■ Mobile phones and smartphones:



This is an on request service. When approved, It provides end users with device set procurement (voice and data), configuration and maintenance. End users will benefit from a full phone management service including a synchronization software with emails, calendar, address book and Skype for business.

■ Loan of nomad devices: For temporary needs (travel, mission...) some devices can be loaned.

- Laptop
- Mobile phone



■ Asset replacement:






As a general rule, IT assets have a determined life-cycle generating an automatic replacement process. Nevertheless, due to a failure or a device inappropriate performance to perform the job, its replacement can be required. This service includes the data recovery.

- Desktop: 5 years
- Laptop: 3 years
- CAD station: < 5 years according to performance requirements

... IT Workplace as a "Service"

Service Level Offered (1) (Lead Time)

					
New requirement supply (No data recovery)	Lead time (Days)	Desktop	1	2	5
		Laptop	3	5	15
		CAD station	3	5	15
		Mobile	1	3	3
		Phone/Smartphone	1	3	3
		Specific Software: Purchasing elapse time +	3	5	15
Loan of nomad devices	Lead time (Days)	Laptop	3	5	15
		Mobile	1	3	5
		Phone/Smartphone	1	3	5
Replacement for failure or defect (with data recovery)	Lead time (Days)	Desktop	1	3	5
		Laptop	2	5	10
		CAD station	2	5	10
		Mobile	2	4	5
		Phone/Smartphone	2	4	5
End of Life replacement	Lead time	All devices	EoL + 3 months	EoL + 1 year	no service level

(1): The Service Level offered depends of the usage and execution context. This indicated level corresponds to a service delivered to TECHNIP permanent sites. The level offered to construction sites, fleet, plants, yards is defined with business according to the need.

Local Data Protection

- IT Departments do not manage any local hard disk. Backup of important data is under the user responsibility.
- MS-Onedrive ® solution is at your disposal to backup important data, but be cautious, don't share confidential data.
- Laptop hard disk encrypted.
- External devices (USB key, memory card, external disk and others) used to save Confidential or Critical data have to be encrypted.

How to Get the Service

Depending to the entity:

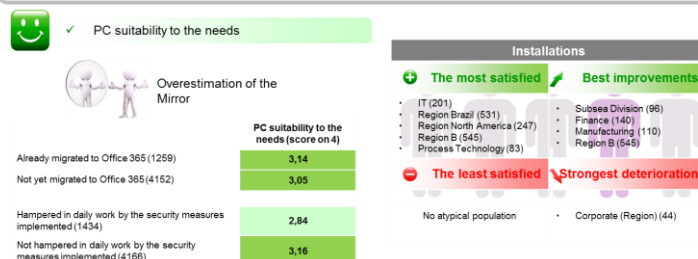
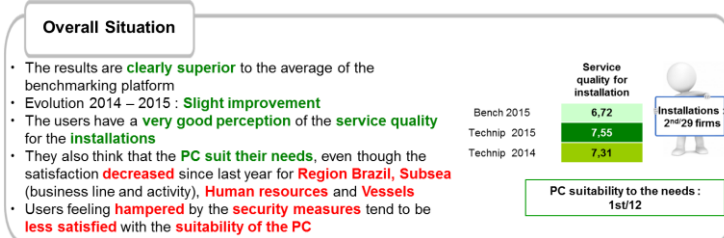
- From ServiceNow Request Catalog
<https://technip.service-now.com/navpage.do>

or

- From a dedicated tool generally reachable from The Link

User Satisfaction Survey

In order to improve the quality of service delivered, IT regularly measures the User Satisfaction with benchmark comparison



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Printing as a “Service”

Provide end users with a printing facility

Service Offered

This service provides end users with a printing facility to be used from local or remote location. It includes:

- All peripherals related to printing and document management like printers, scanners, copiers and very specific devices.
- Confidentiality issues (logical and physical protections against printings access by unauthorized people).
- Service capability (paper size, support, colors and others) is device dependent.

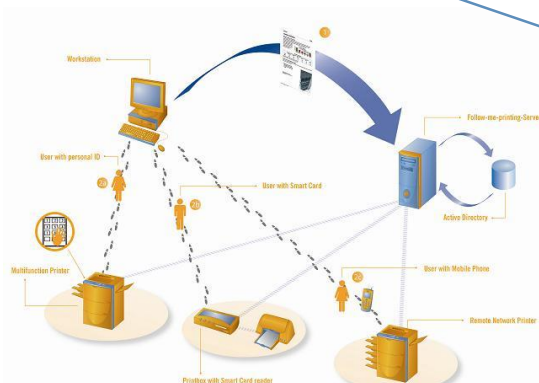
End Users Printing Solution

- Based on **multi-functions (MFP)**, these machines offer the following capabilities (multiple size up to A3 page format):
 - Printing (B&W/Color)
 - Coping
 - Scanning to mail
- **Localization**: MFP are mainly located in a facility room and shared by multi-users. Distance objective: Less than 30 meters between the user and the MFP.
- **Confidentiality**: The print release is protected by a PIN code or a badge.
- **Support and maintenance**:
 - Service desk support.
 - Print cartridges/toners, paper and all required consumables are provided.
 - Hardware and software maintenance and replacement.
- **Personal printer**: “On request” service based on justified requirement. No service level defined.



How to access to this service: Relevant Print Queues are installed by IT in your computer. You just have to select the good one from the print option of your application.

Some TECHNIP buildings have at your disposal the “FollowMe Printing” functionality.



“FollowMe Printing” allows users to print to a shared print queue and release their print job from any enabled output device. This ensures printing is confidential to the user and reduces printed waste, from documents left uncollected at the printer.

Check with your local IT Support if this feature is available at your site.

... Printing as a "Service"

Printing Solution Service Level Offered (1)



Physical device installation	Lead time (Weeks)	4	4	4
Replacement due failure or defect for standard devices	Lead time (Weeks)	1	2	4
Service desk problem resolution	Lead time (Weeks)	1	2	4
Printing service availability	Availability rate on monthly basis	99%	97%	95%
Printing quality (consumables effectiveness)	Availability rate on monthly basis	99.50%	98%	97%

(1): The Service Level offered depends of the usage and execution context. This indicated level corresponds to a service delivered to TECHNIP permanent sites. The level offered to construction sites, fleet, plants, yards is defined with business according to the need.

Reprography

Depending on the organization, this service is provided by Facilities or IT Departments. It centrally provides end users with a high performance printing facility. It includes:

- Large volume copiers.
- All page format (up to A0) .
- Various support (type of paper).



The **service level** offered is defined locally according to the usage and execution context.

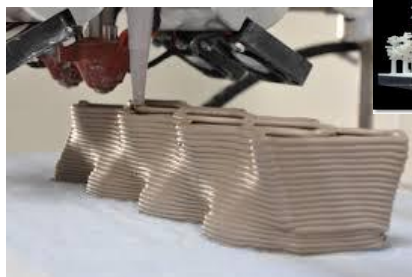
How to get this service: Contact your local Support (IT or Facilities Department).

3D Printing

Only few organizations have this service at disposal. This **shared** service is provided by Facilities or IT Departments. It centrally provides business with 3D printing capability.

The **service level** offered is defined locally according to the usage and execution context.

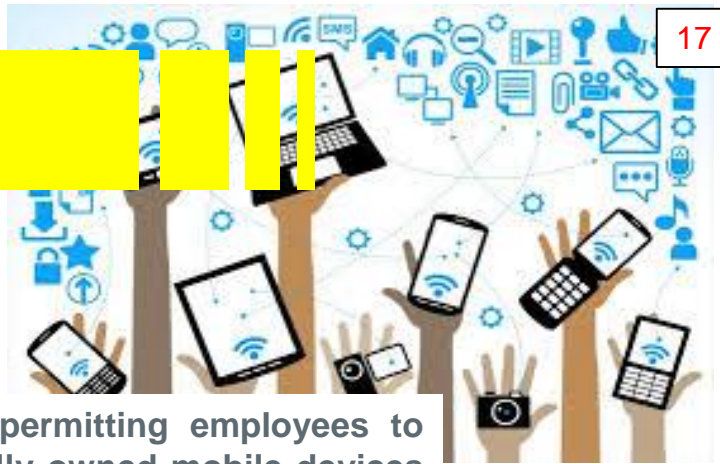
How to get this service: Contact your local Support (IT or Facilities Department).



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IT Mobility Service



Refers to the policy of permitting employees to bring Technip or personally owned mobile devices (laptops, tablets, and smart phones) to their workplace, and to use those devices to access privileged company information and applications.

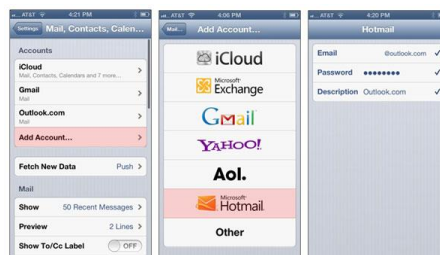
The service offered is based on Microsoft Office 365 ®. This service is available for all Technip IT employees owning a Technip eMail account.

- Each user has up to **10 Office 365 licenses** [5 PCs and 5 more mobile devices] to install on his/her personal device.
- The Office 365 license is valid as long as the user is employed with Technip. Once the user leaves the company, the license will be de-activated after 30 days [on the personal device]

A detailed presentation of this service is available on the Link: [The Group / IT Services / New Office tools.](#)

Services offered

- Manage your TECHNIP mailbox, calendar, contacts, to do list
 - By installing Outlook in your device or adding outlook in the mail setting of it (add Account)



- Get instant messaging, audio and video calls, online meetings, and sharing all in one application:

 Skype for Business

- Use MS Office 2013 applications:



lets you store and manage your TECHNIP documents from your own device.

- Access to TECHNIP Enterprise Social Network:



... IT Mobility Service

Be aware about data protection

- Untrusted parties could retrieve any unsecured data on the device: Never use your own device to store TECHNIP confidential data without data encryption. Enable the device access PIN code and regularly change it.
- If your own device is lost or stolen, it is YOUR responsibility to immediately call your local help desk in order to remotely wipe all TECHNIP data.



Be aware about data roaming cost

In particular during foreign travel, the cost of data transfer from/to your own device may incur significant charges.

Recommendations:

- Turn off data roaming when travelling to avoid charges when web browsing and using email and other data services.
- Use **WiFi** connection when possible to run web activities



Access Office 365 online:

1. Copy and paste <https://login.microsoftonline.com>
2. Sign in using your Technip email and computer password.

Many information like Quick Start Guides, Demos videos, eLearning video is available from The Link: The Group / IT Services / New Office tools.

Service Level Offered

- **This service is available from anytime and anywhere.**
- IT manage access rights to the office 365 solution
- The Service level linked to the Office 365 platform in term of availability and service continuity is the same either used with a personal device or a Technip device.
- As soon as informed, IT service desk manages as a higher priority the wipe enterprise data out of stolen or lost device.
- IT does not support any personal device



Responsibility

- Mobile user has to respect of all TECHNIP values and policies, in particular ethic and IT security.
- Mobile user is responsible to enable the relevant PIN code option
- Mobile user must declare the device lost or stolen to its local help-desk as soon as known.
- TECHNIP and IT are not responsible of any damages brought about your personal device.
- TECHNIP does not support any charges linked to the usage of your personal device.

Contacts

Cristiano MALINOWSKI
SCTS - Telecom & Office Environment Manager
cmalinovskit@technip.com

Elle FINLAYSON
Global Messaging And Collaborations Manager
efinlayson@technip.com

Technip
take it further.

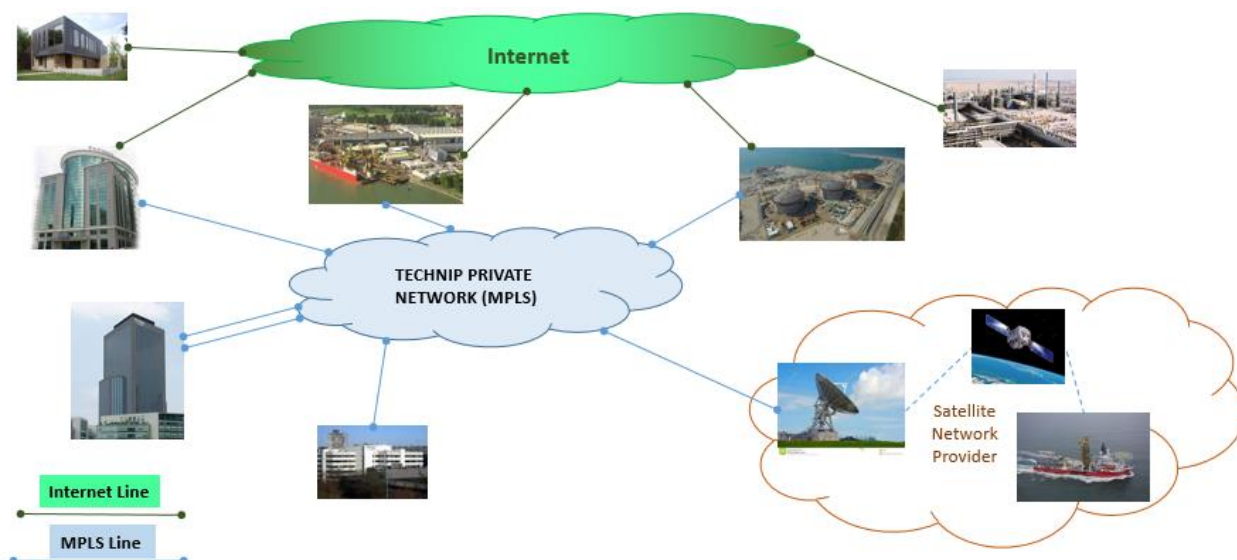
Connectivity Service

Provide secure and cost efficient network solutions for Technip sites and vessels

Connectivity Service Offered

① Inter Site Connection Service

- Connection with trusted sites (Technip branch offices, construction sites under Technip control, fleet,...) through the Technip Network, usually called WAN – Wide Area Network. It includes link and data transport services.
- Connection with untrusted sites (partners and construction sites not under Technip control).



Service Level Offered

		PLATINUM	GOLD	SILVER	BRONZE
Availability (the eligibility depends on the country / area)	Inter Site Connection	Premium: 2 MPLS lines	Standard: 1 MPLS line + 1 @ line	Entry: 1 MPLS line	Basic: 1 @ line
Continuity of Service	Nominal link	Guarantee	Guarantee	Guarantee	Best effort
	Backup link	Guarantee	Best effort	No Backup	No Backup
Availability	Availability rate on monthly basis	99.9%	99.7%	99.0%	98.0%
Time to Repair on incident	Lead time (Hours)	2	6	8	N/A
Time to deliver the service	Lead time (Days)	Evaluated project by project			

... Connectivity Service

② Connectivity within Offices/Buildings

- Office/Building connection to the Technip Network (WAN), Internet and phone network.
- Wire cabling and floor distribution within building.
- Wireless access – WiFi.
- Network local support.

③ Internet Access Service

- Providing Internet connection to end users
- Protecting end user devices
- Providing a secure access from TECHNIP Network to Internet
- Providing up-to-date security features:
 - ✓ Protects end-user devices from latest Internet Threats
 - ✓ User Authentication and logging
- Defining a global policy with local specificities

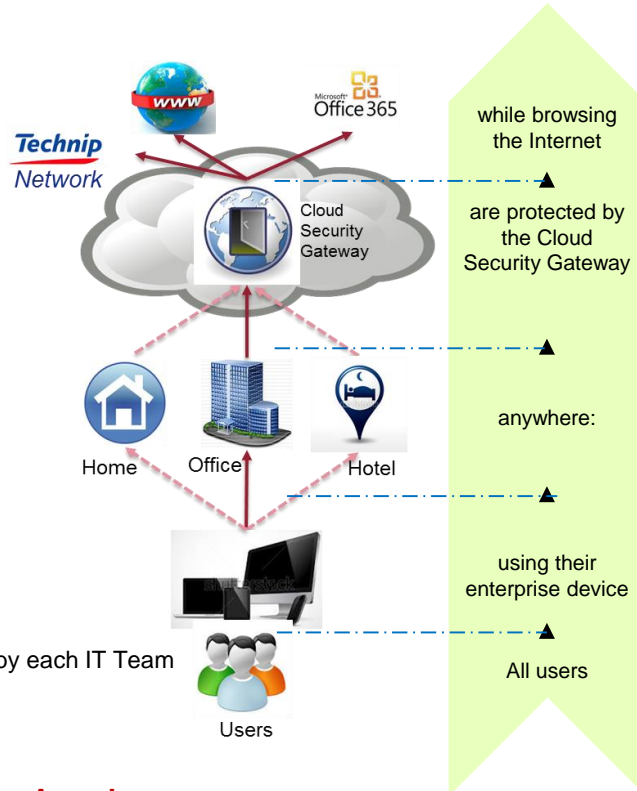
How to Get Internet Service

- Components to get this service are installed in all Technip computers.
- No particular requests are needed, just use your Internet browser.

Service Level Offered (only one)



- This is a service hired and managed locally by each IT Team
- Recommendation: 99.9% (Monthly base)



④ Secure Access to the TECHNIP Network from Anywhere

- Based on the **Cisco AnyConnect**
- Restricted to Technip laptops**
- Establish a secured and encrypted connection between your laptop and Technip Network through a VPN.
- You get to the same IT environment than at office.**



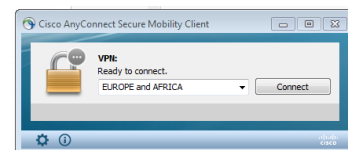
How to Get this Service

No particular request is needed, just need an Internet connection.

- From the taskbar of your laptop, click on the “Cisco AnyConnect Secure Mobility Client VPN” icon



- Click on Connect button



- Type your Username/Password
- The VPN link is established, you are connected.

Service Level Offered (only one)



- Monthly application availability : 99.9% (Monthly base)
- Standard solution Delivery mean time: 1 week
- Support Service Hours: 7x7 24h

Finance

- The financial model of IT is based on real costs. IT is responsible for the competitiveness of Unit Prices. Clients are responsible for the optimization of quantity of work units needed and the selection of the appropriate service level in the service catalogue.
- MPLS costs refers to a global contract managed globally by SSO-SCTS. Internet lines are managed locally.

Regional Contacts

- Region A: Alexandre Colas (acolas@technip.com)
- Region B: Roberto Defelice (rdefelice@technip.com)
- APAC: Sylvian Champonet (schamponet@technip.com)
- North America: John Hutchinson (jhutchinson@technip.com)
- North Sea/Canada: Alister Lockhart (alockhart@technip.com)
- Brazil: Jason DalCere (jalcere@technip.com)

Global Contacts

- Cristiano MALINOWSKI
SCTS – Telecom, Office Environment & Collaboration Manager
cmalinowski@technip.com
- Christophe THIVET
SCTS - Group IT Infrastructure Services Director
cthivet@technip.com

Continuity Management of IT Service



- What's happen for the Business, in case of disaster, if the IT service cannot be delivered?
- How IT will contribute to manage the disaster event ?

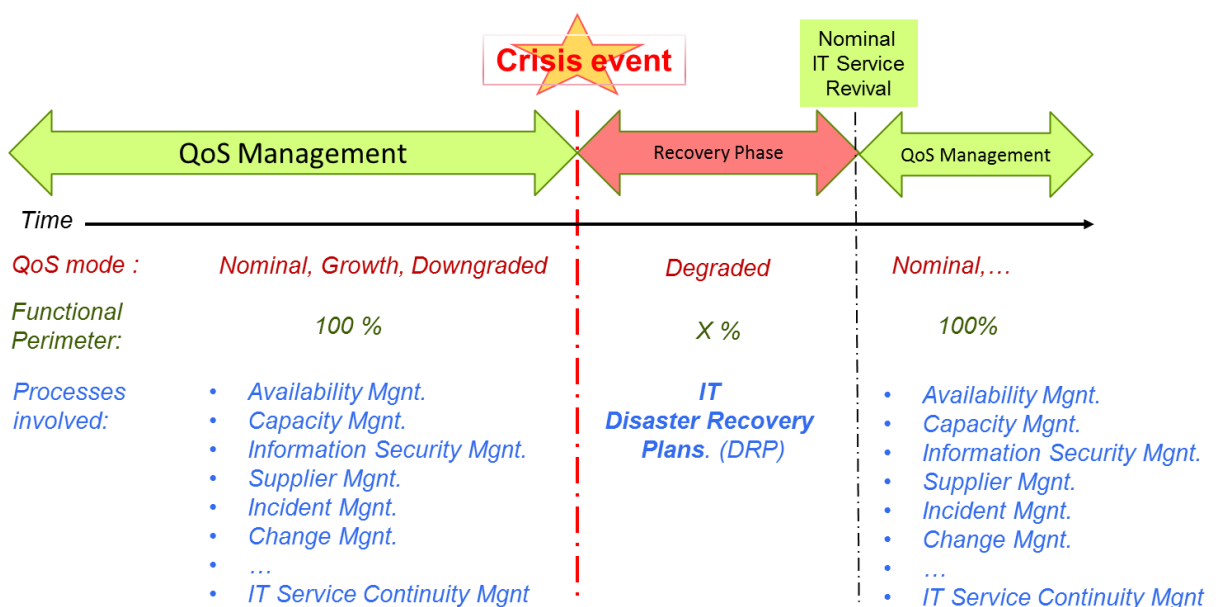
Quality of IT Service (QoS) delivers to business versus Continuity of the Service

QoS corresponds to the service delivered by IT to the business on a day to day basis. QoS takes 3 modes:

- **Nominal:** This mode characterizes an IT service which has the set of its resources and capacities.
- **Growth:** This mode characterizes the service during "an increase of requests or data volumes."
- **Degraded:** This mode characterizes the behavior of an IT service during "a loss of capacity" (loss of a function, lack of memory, ...)

IT Service Level, Capacity, Availability, Information Security, Supplier, Incident, Change are the main processes of the QoS.

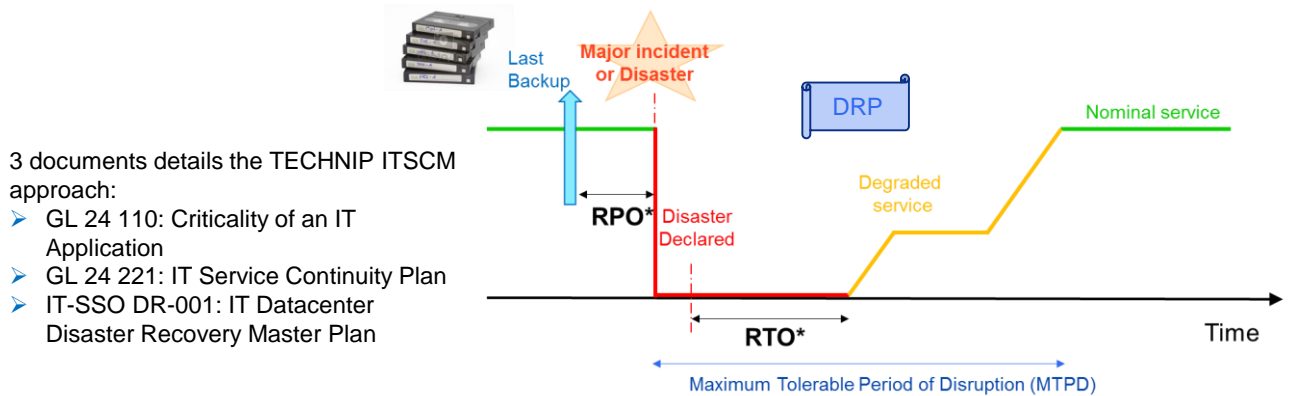
IT Service Continuity Management is the process to manage the recovery of critical IT services in case of Major Incident or Disaster generating a Crisis Event which prevent IT to deliver the service. In this case, the QoS switches to a "degraded mode" during the Recovery Phase of the service and the process follows the Disaster Recovery Plan (DRP).



... Continuity Management of IT Service

IT Service Continuity Management (ITSCM):

ITSCM is the Process responsible for managing Risks that could seriously impact IT Services. ITSCM ensures that the IT Service Provider can always provide minimum agreed Service Levels, by reducing the Risk to an acceptable level and Planning for the Recovery of IT Services. ITSCM should be designed to support Business Continuity Management.



- **Recovery Point Objective (RPO):** The point in time to which data will be restored after recovery of an IT Service. This may involve loss of data. For example a Recovery Point Objective of one day may be supported by daily Backups, and up to 24 hours of data may be lost.
 - **Recovery Time Objective (RTO):** The maximum time allowed for recovery of an IT Service following an interruption. The Service Level to be provided may be less than normal Service Level Targets.
- RPO and RTO should be negotiated, agreed and documented according to the Business Impact Analysis.

RTO / RPO Referential:

Service tier	Business Process	RTO / RPO	Mainly applicable to:
Mission Critical	Support infrastructure for critical business systems.	< 4 hours	C1 Technical applications
Critical	Critical business function and/or revenue impacting internal operations and/or customer relationship focused	< 24 hours	C1 Business applications C2 Technical applications
Essential	Internal — with alternative operations models	< 1 week	C2 Business applications
Non Critical	Internal — departmental systems, experimentation	No DRP (From scratch, best effort)	C3 Business applications C3 Technical applications

Business Continuity Requirements:

Further to the Business Impact Analysis and Continuity Risk Assessment, Business is responsible to define these fundamental parameters:

- List of majors business projects judged critical and having priority to be recovered.
- Reasonable RTO and RPO (Substantial or Critical impact on the Risk Severity Matrix if objective not respected)
- Recovery test plan strategy

IT designs the necessary architecture and operational processes in alignment with these requirements.

Finance

- The financial model of IT is based on real costs. IT is responsible for the competitiveness of Unit Prices. Clients are responsible for the optimization of quantity of work units needed.
- Recharge costs are operated within IT fees according to the usage (pay per use), except for Recovery test cost which are directly recharged to the client.

Contacts

- Bertrand VANDENBULCKE, VP - Group IT Management and Control, bvandenbulcke@technip.com
- Regional IT Director
 - **Region A:** Pierre Valy,
 - **Region B:** Franseco Lippo,
 - **North-Sea Canada:** Stuart Millar,
 - **North America:** Sandra Barnett,
 - **Brazil:** Marcia Cabral,
 - **APAC:** Nizam MohamadOziar

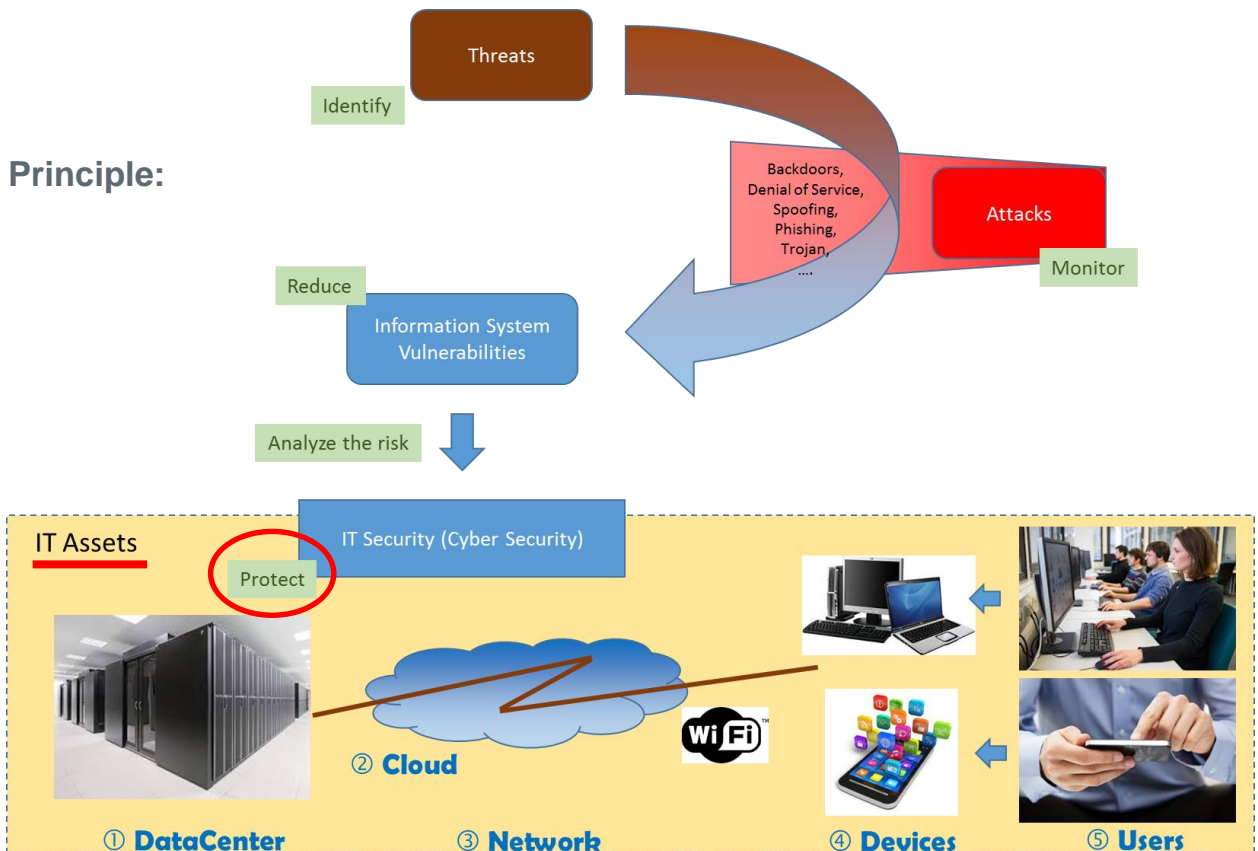
How to Get the Service

Business Continuity IT Requirement are managed within the Business Continuity Management (BCM) Process. IT Regional Directors and IT Business Domain Managers represents IT in this BCM process.

IT Security

Protect the Information System from theft or damage, as well as from disruption or misdirection of the service IT provides

Principle:



① **Datacenters:** Heart of the Information System, contain IT equipment which store data, provide and deliver IT applications as a service.

- Physical protection with Guardian, video monitoring, access control & logs, attacks monitoring
- Logical protection with Firewalls, IDS (Intrusion Detection System)

② **Cloud:** From Internet, contains Software as a Service (SaaS) applications like HR Web, web solution like Microsoft™ Office 365®, web data storage solution like Onedrive®, web sites like Technip.com

- Data encryption (SSL) according to the confidentiality requirement of the data.

③ **Network:** Data transportation between devices and datacenters

- Firewall monitoring, VPN,

④ **Devices:** Contain local application and data

- Antivirus software; Access Password; Disk encryption for laptop; Secured screen saver

⑤ **Users:** Access to the Information System according to granted rights. Urged to be cautious about the IS usage and respect IT Security Policies.

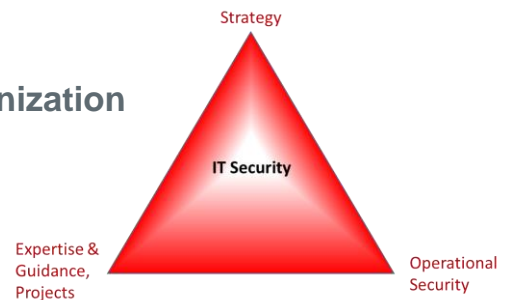
IT Security Objectives

- Preserving the confidentiality of Technip information and know-how: the information must not be available or disclosed to unauthorized individuals or entities.
- Guaranteeing the integrity of information: Technip information must be accurate, reliable, and not modified by an unauthorized individual, entity, or process.
- Ensuring that the information needed by business and operational functions is accessible and usable upon request by an authorized individual, entity, or process.

IT Security Referential

- GOPS 13 401: Security of Information.
This Group Principle, established jointly with the Group Security Department presents INFORMATION SECURITY POLICIES split in 2 categories: Mandatory or Recommended applicability.
- GOPS 24 230: IT Security Standard.
This Group Principle Standard, established jointly with the Group Security Department is designed to outline the basic security measures and practices that each Technip unit must implement in order to attain a suitable level of security..

IT Security Organization



User IT Security Awareness Program

- New comer induction
- eLearning

Service Level Offered

- Mail inbound filtering: > 80% spams blocked
- Computer antivirus signature updating: < 1 day
- ...

IT Security Support

- Security Events Monitoring Service Hours: 7x7 24h
- Operational Security: 7x7 24h based on follow the sun capabilities.
- Expertise Service Hours: Local Working hours + On Duty
- IT Security Projects: Working hours

How to Get the Service

- Major IT Security incident: Manager on duty
- IT Security Incident: Local Service Desk

Contacts

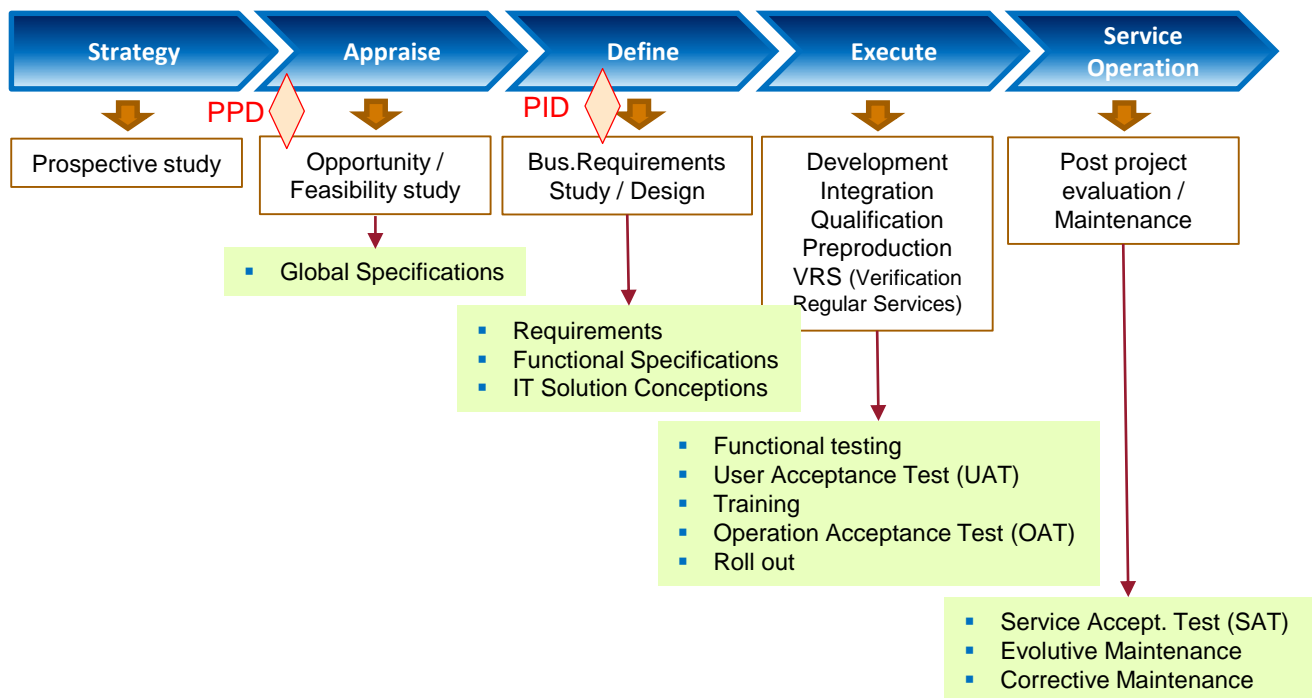
- Brian DEMSKI, Chief Information Security Officer (CISO), bdemski@technip.com
- Yves DELANOY, IT Operational Security Manager, ydelanoy@technip.com
- Paul LESSOR, IT Security Projects/Community Manager, plessor@technip.com
- Chris PORTILLO, Lead IT Security Analyst, cportillo@technip.com
- Margie NGUYEN, CTO/CISO PMO, marnguyen@technip.com

Software Engineering “as a Services”

Develop through industrialized processes IT applications aligned with Business Strategy and expectations.

Overview

This service is an IT engineering discipline that is concerned with all aspects of software development: From the prospective study to the maintenance of applications produced according to this following life-cycle:

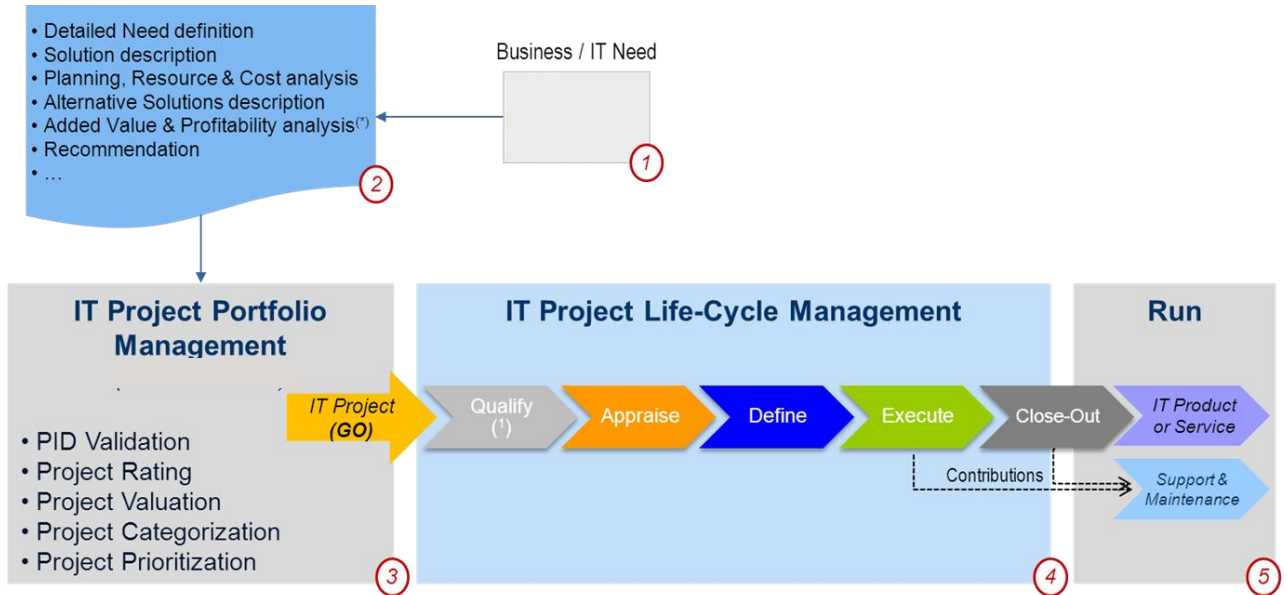


- To be aligned with the Business Strategy and Requirements, **prospective studies** and decided throughout IT Business Domain Committees gathering Business and IT responsible.
- **Opportunities** and **Feasibility studies** are managed through the PPD (Project Proposal document). **Execute** requires a previous formal validation managed through the PID (Project initialization Document).
- After testing, **Qualification** of the application is formalized with the UAT signature by the relevant Business Manager and OAT aligned with IT Production requirements.
- Several weeks after the Go Live, the **Service Acceptance Test (SAT)** is done followed by the **Maintenance** of the system.

How to Get the Service and how it will be managed?

- **Demand** (Business / IT Need) is issued from the prospective studies (Onshore / Offshore / Subsea / Business Support Functions). All demands are managed within the relevant IT Shared Business Applications Services
- **Specific Business Projects Requests** have to be addressed to the Regional IT Director in charge of the Client Management & Local Services.
- **All demands** follow the following process from 1 to 5:

Project Proposal & Initiation Document
(PPD / PID)



- Once validated ③, an IT Project Manager is nominated to manage the project until its closure.
 - To be closed to the business, during the Define phase of ④ Business Requirements specifications are managed by IT application analysts located in regions.
 - To industrialize the process, Execute ④ is performed by 2 specialized TECHNIP centers located in Abu Dhabi (CDC) and Chennai (ITCC). These 2 centers are compliant and certified CMMI level 3 (*Capability Maturity Model Integration*).
- The Service Acceptance Test is the beginning of the Warranty ⑤. IT provides the corrective maintenance of the system and its functional improvement aligned with the Business requirements.
- Application and systems Source Code are stored in a secure and safe area.

Service Level Offered



% of IT projects in compliance (on quarterly basis):

- 90% with Specifications
- 90% with Quality requirements
- 90% with agreed progress milestones delivered on time
- 90% with the agreed cost plan or delivered on cost .

Contacts

Shared Business Applications Services

- **Onshore / Offshore:** Pierre Valy,
- **Subsea:** Stuart MILLAR,
- **Business Support Functions:** Jean-Luc Brunat

Software Engineering Services

- Lakshmi Raman, SES Director

Regional IT Director

- **Region A:** Pierre Valy,
- **Region B:** Franseco Lippo,
- **North-Sea Canada:** Stuart Millar,
- **North America:** Sandra Barnett,
- **Brazil:** Marcia Cabral,
- **APAC:** Nizam MohamadOziar

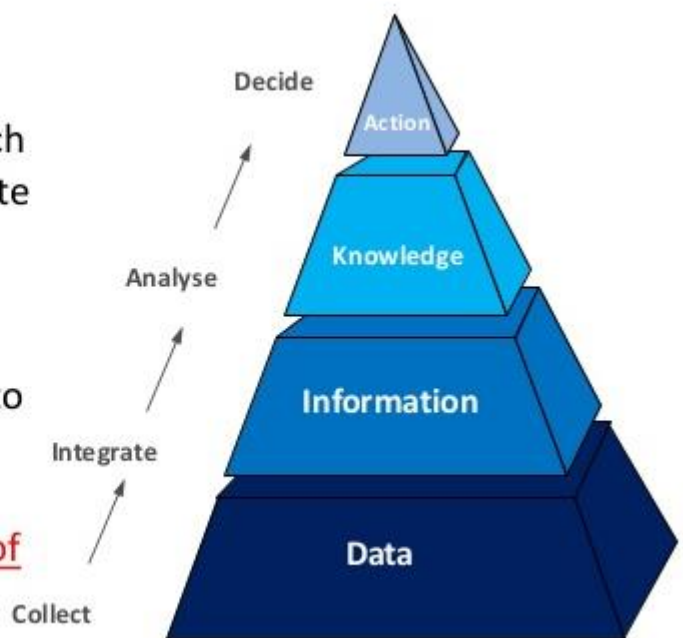
Data Management “as a Service”

Provide a solution to transform raw data into meaningful and useful information for business analysis purposes



A definition:

Business Intelligence (BI) is the continual process in which organizations collect, integrate and analyse data in a structured way in order to apply the resulting information and knowledge to decision making processes with the intention of improving the performance of the organization



© Decision Support Systems 2014

Quality of the available data:

The quality aspect in business intelligence should cover all the process from the source data to the final reporting:

- Source Data:
 - Master Data Management: unique referential → **GOPS 24 304.**
 - Data Standardization: make data comparable (same unit, same pattern...) →
- Data warehouse:
 - Data Cleansing: detect & correct inaccurate data
 - Data Profiling: check inappropriate value, null/empty
 - Completeness: check that all expected data are loaded
 - Referential integrity: unique and existing referential over all sources
 - Consistency between sources: check consolidated data vs sources
- Reporting:
 - Uniqueness of indicators: only one share dictionary of indicators
 - Formula accuracy: local reporting formula should be avoided or checked

GI 24301	MDM SITE (IT, LEGAL, SECURITY, QHSE, HR)
GI 24302	MDM-TECHNOLOGY-ORGANIZATION
GI 24303	MDM COMPANY ENTITIES (ENTITY, BRANCH)
GI 24304	MDM - VESSEL-ASSETS
GI 24305	MDM PERSON
GI 24306	MDM-THIRD PARTY COMPANY
GI 24307	MDM-OPERATIONAL-ORGANIZATION
GI 24308	MDM PROJECT DATA STRUCTURE
GI 24309	MDM SUPPLIER
GI 24310	MDM CLIENT
GI 24311	MDM-BANK AND BANK BRANCH
GI 24312	MDM BUSINESS PARTNER

Key Benefits

Business Intelligence is currently used in TECHNIP through these following business applications:

- **ERP BI Reporting** which offers a consolidated view and flexible BI reporting on information from TECHNIP ERPs, such as GEOS, JEEVAN
- **ePMR** (Project Monthly Reporting) which is the Group Standard for project reporting
- **TOGETHER** which is a Group tool for forecasts, budgets and actuals reporting and consolidation
- **SYNERGY** which is a Group tool for QHSE purpose.
- ... many other applications

Business intelligence can be also applied to the following business purposes, in order to drive business value.

- **Measurement** – program that creates a hierarchy of performance metrics and benchmarking that informs business leaders about progress towards business goals (business process management).
- **Analytics** – program that builds quantitative processes for a business to arrive at optimal decisions and to perform business knowledge discovery. Frequently involves: data mining, process mining, statistical analysis, predictive analytics, predictive modeling, business process modeling, data lineage, complex event processing and prescriptive analytics.
- **Reporting/enterprise reporting** – program that builds infrastructure for strategic reporting to serve the strategic management of a business, not operational reporting.
- **Collaboration/collaboration platform** – program that gets different areas (both inside and outside the business) to work together through data sharing and electronic data interchange.
- **Knowledge management** – program to make the company data-driven through strategies and practices to identify, create, represent, distribute, and enable adoption of insights and experiences that are true business knowledge.

Service Level Offered (only one)



- Monthly application availability : 99.9% (Monthly base)
- Standard solution Delivery mean time: Not applicable
- Support Service Hours: 7x7 24h

How to Get the Service

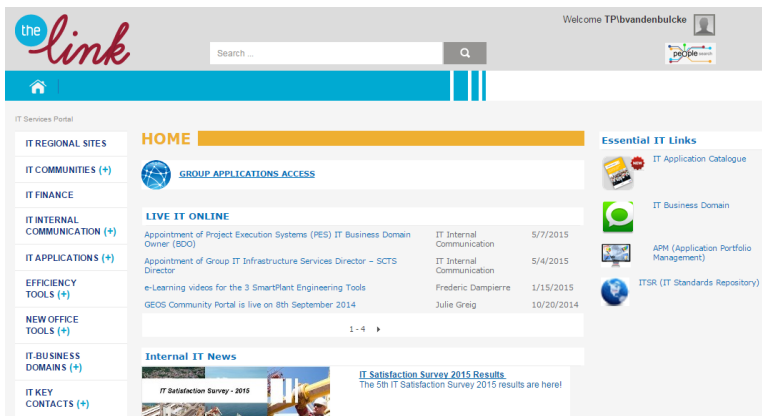
- Reports could be reached with the following url provided in the Group Application webpage
- The following webpage provide contact name to grant access to reports:
 - <http://wks-fr.exnet.technip.com/sites/OBIEE-Application/Lists/Applications/AllItems.aspx>

Contacts

- Olivier BRETON
Head of Data Architecture & Management
obreton@technip.com
- Jean-Luc BRUNAT
VP, Corporate Domain systems
jlbrunat@technip.com

IT Communication

To communicate to stakeholders the IT vision, strategy, service offered, performance and alerts.



IT Portal

IT dedicated site of "The Link", the IT Portal is the focus point to communicate IT news, organization, services, activities and catalogs to users and to IT staff..

IT in Motion

Through various group communication publications (horizons, Technip in Motion,...) and also through an IT Flash letter that is delivered to all TECHNIP IT employees to inform and share information about IT deliveries, projects, team and other related events.



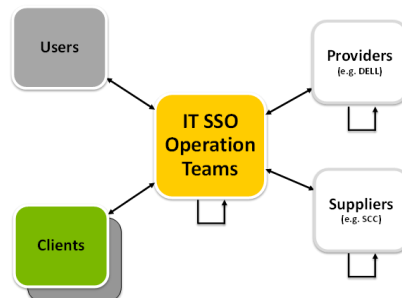
IT Catalogs

- Discover which IT applications, which IT Service can create value to your project or your process
- Present IT-SSO organization and mission in alignment with business strategies

IT Service Delivery

The focus is on the Customer or Users' requirements and SLA as well as what IT is doing to meet them:

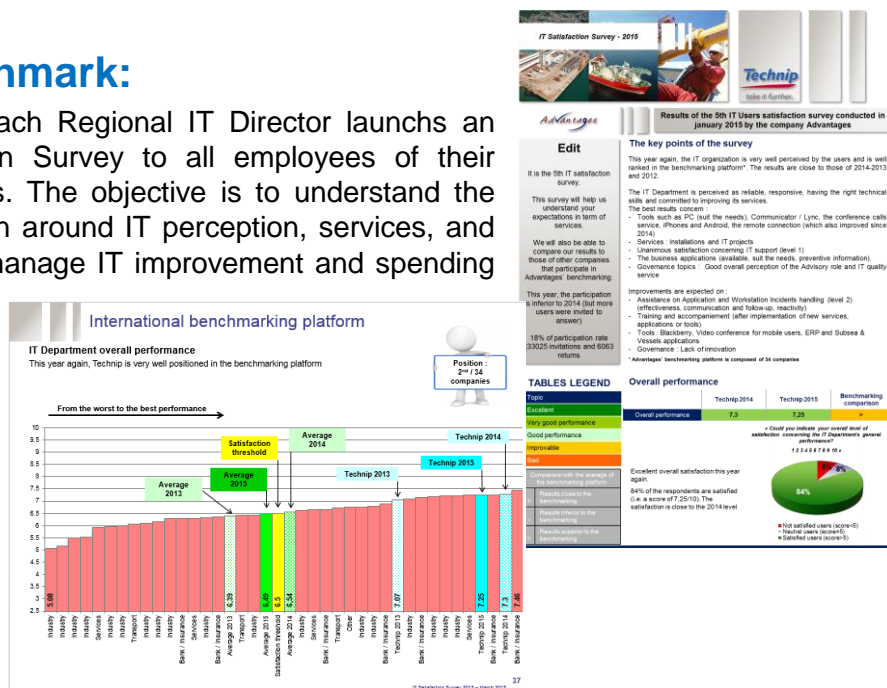
- Ensuring that services have been delivered as agreed
- Communication around fulfilling Service Requests
- Reporting Incidents and keeping Users and Customers updated on their status until resolved
- Notifying Users and Customers of Changes that may impact them
- Scheduling activities that involve Users or Customers, e.g. maintenance
- Notification of special Business Events that require additional support or changed priorities



- **Emergency communications** are usually initiated further to a Major Incident or an Urgent IT Change. In the case where an **IT Service Continuity Plan** is invoked, this includes a detailed Communication Plan to be executed by the appropriate authority.
- According to the impact and root cause analysis of an IT major incident, a TECHNIP **Quality Alert** could be generated.

IT Survey & Benchmark:

At least, every 2 years, each Regional IT Director launches an online IT User Satisfaction Survey to all employees of their associated regional entities. The objective is to understand the current levels of satisfaction around IT perception, services, and activities in order to best manage IT improvement and spending priorities.



IT survey results are presented by the IT Manager to local management and users

Contacts

- Jacques-Daniel GILLOT, Group-IT Transformation Manager, jdgillot@technip.com
- Regional IT Director
 - **Region A:** Pierre Valy,
 - **Region B:** Franseco Lippo,
 - **North-Sea Canada:** Stuart Millar,
 - **North America:** Sandra Barnett,
 - **Brazil:** Marcia Cabral,
 - **APAC:** Nizam MohamadOzjar







IT Services Catalogue

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