COMMERZ REAL | OMNINET

ITSM meets GRC: Risk-based change management and incident classification

About the project

The main driver of the project was the financial law internal control requirement in IT service management that structured criticality assessments and system-calculated risk assessments of changes should be carried out. The associated assessment of this criticality prior to the approval of a change must be documented in the system.

As part of the project, the DORA requirement was implemented, which stipulates that serious incidents must be reported if they affect critical or important functions. The legislator specifies clear criteria and thresholds for classifying incidents. In the incident management process, an assessment is used to check whether the thresholds have been exceeded. On this basis, the system automatically classifies incidents in terms of reporting requirements.

As a flexible documentation and control tool, OMNITRACKER fulfilled these two requirements through standardized questionnaires with freely definable calculation logic and weighted response scores with underlying escalation thresholds.

Highlights

- Documented evidence of all (risk) assessments
- Standardized questionnaires with individual assessment dimensions
- Prompt classification of reporting requirements for ICT incidents
- Changes to the IT system only after risk assessments

The components used

IT Service Management (ITSM Center)

Assessment Management (GRC Center)

Low-code platform OMNITRACKER

Our customer

- Industry: Financial services, asset management
- Core competence: Investment and asset management for real estate and renewable energies, movable property leasing
- Locations: 18 domestically and internationally
- Employees: approx. 800
- OMNINET customer since: 2014

The OMNITRACKER Assessment Management solution, developed in cooperation with OMNINET, provides us with an audit-proof tool that enables us to perform documented, risk-based evaluations of changes and to classify incidents in a structured manner with regard to their reporting requirements.

Christian Ebert, Senior IT-Compliance Manager
Commerz Real AG

About OMNINET

OMNINET, headquartered in Eckental near Nuremberg and with international branches, specializes in ITIL®4-certified ITSM & ESM software with a focus on modelable workflows and process automation with AI. Interfaces, BI reporting, compliance solutions and other modular applications extend the functional scope of the all-in-one solution OMNITRACKER.

OMNINET is certified according to ISO standards and has been providing certified and award-winning software products for over 30 years—100% made in Germany. The flexible OMNITRACKER low-code platform is the industry-independent software solution for individual digitalization strategies.

What you can expect

Our purpose is to empower your business with high-quality software solutions. With us, you succeed in a rapidly evolving digital landscape and enhance your growth potentials.

Results-driven consulting

To reach your goals, our consultants help you identify your needs and develop tailored strategies, from technology selection to architecture design.

Versatile project management

With a focus on agile methodologies, we ensure your projects are delivered smoothly, on time, within budget, as well as with exceptional quality.

Practical training

We empower your team with skills to make the most of our software solutions. Our trainings cover best practices, tool utilization and agile development.

Together, we create software that drives growth and innovation, helping your business stay competitive and future-ready.

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