DPO Radar - GDPR ekosystém

OTRS Open Technology Real Services

In connection with the **General Data Protection Regulation** (GDPR), effective *25 May 2018*, *Extend IT, s.r.o.* developed a special module **DPO Radar** to support the comprehensive agenda of the **Data Protection Officer** on the platform of the opensource [helpdesk ticketing system OTRS](#).

DPO Radar uses OTRS features for structured communication and creates a preconfigured GDPR environment for fast achievement of the compliance with GDPR requirements.
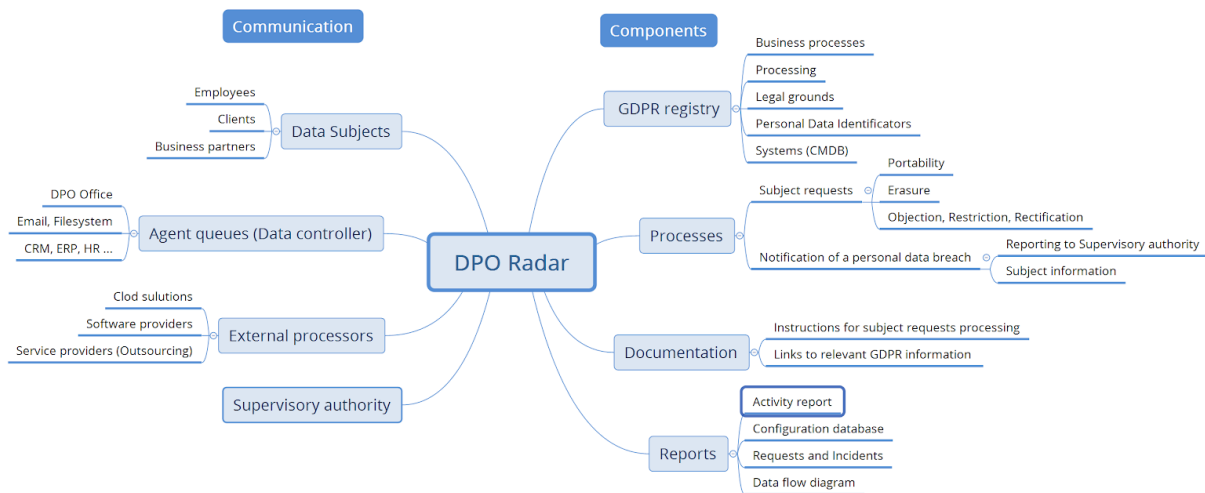
Personal data subjects are natural persons whose personal data have been processed by the data processor, e.g. a current or former employee, client or business partner

The GDPR registry (configuration database) contains hierarchical and linked records of:
- specific personal data, their sensitivity and the risk of potential threats
- systems where personal data is stored and processed
- legal titles and other documents that deal with personal data

Process tickets for:
- automated processing of all data subject requests, e.g.

Request for Data Portability

The data controller is accompanied by a high portion of automation through the different phases of the process:

- **Request submission:** the data subject submits the request e.g via a Webform.
- **Request evaluation**: subject identification and evaluation of the request.
- **Tasks distribution:** obtaining partial data from processors, or importing data from systems for which an interface exists.
- **Data transfer:** sending an email attached by the subject data secured by two-factor authentication
- **Ticket archiving:** deleting attachments containing personal information and creating a report for audit purposes.
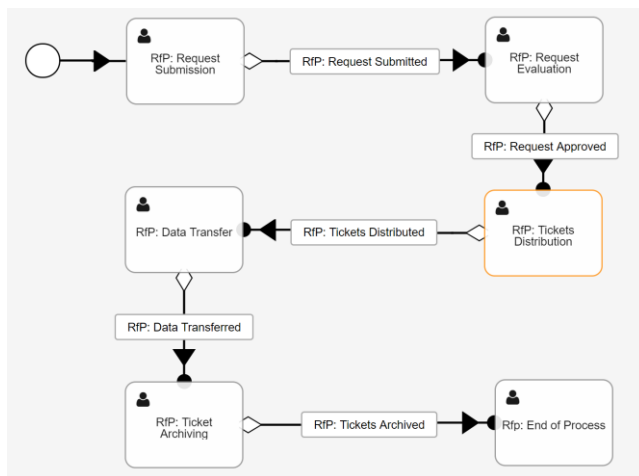
- reporting to the supervisory authority and informing subjects of data misuse or leakage
- solving security and other incidents related to personal data

Audit reports (e.g. activity report) and others such as listings and network charts from the configuration database, gap analysis (as required)

DPO Radar Advantages

- Structured GDPR Registry database linked to GDPR rules
- Automated processes for processing the data subjects' requests and reporting security threats to the supervisory authority
- Controlled communication between external and internal partners of the GDPR ecosystem
- Various reports including activity report and GDPR registers visualization
- The ability to connect applications and systems through a standard interface
- Web interface for retrieving and withdrawing the consent of the subjects
- An open and flexible system for future expansion

OTRS Standard Features

- Adjustable preview of tickets in individual queues
- Recording of the entire history of the ticket (its status and solution)
- Possibility of transferring tickets to different queues with the possibility to change the solver
- Possibility to set access rights on the ticket
- Automatic responses customizable for different customers and different queues
- Set different SLAs for each activity
- Fulltext search
- Possibility to set access rights on the ticket
- Web interface with support for attachments
- Email notification for customers by needs for different events

Other services

GDPR advisory and DPO training

Extend IT, s.r.o. GDPR experts are available for help with the project design for process and technical implementation, documentation and GDPR and DPO training with certification capabilities. We are also ready to offer consulting services **for your DPO**, or outsourcing this role to our certified consultants.

DPO Radar extensions and integration

In the case of more challenging IT environments, Extend IT, s.r.o. can assist with implementation through consultation services. In addition, if the already extensive DPO Radar capabilities of the OTRS basic system are not sufficient, Extend IT, s.r.o. is able to program additional custom-tailored code using OTRS packages and also has extensive experience of connecting OTRS to external systems via the API interface.

Partners

When implementing GDPR projects, we work with partner companies in the following areas:

- **Grey data specialists:** documentation and identification of personal data on shared repositories, in electronic mail and in various historical systems or documents that employees store on local disks.
- **Lawyers:** gap analysis and assessment of the impact of changes in data processing to protect personal data called DPIA (Data Protection Impact Assessment).
- **Software systems providers:** applications or databases (Oracle, Microsoft, Teradata,…)

OTRS References

- Selected references:
  Skanska Reality s.r.o., Skanska a.s., Skanska Facility s.r.o., O2 IT Services s.r.o.
  Manpower s.r.o. , Olympus Czech s.r.o., AeskuLab, Artesa s.d., Komix s.r.o.
  Consulting: **Gas International, Mall.cz** and PoC: **České Radiokomunikace a.s.**
- Worldwide more than **170 000 installations already in 38 languages**
- Helpdesk system OTRS has been used by companies like *Siemens, Toshiba, NASA, OPERA* and other

*More information on **www.extendit.cz** or contact **info@extendit.cz**.*