

Technical Impact Assessment (TIA)?

What is it?

A technical impact assessment is an evaluation process conducted to assess the potential effects of a proposed technical change or implementation on a system, project, or organization.

Objective:

To identify and analyze the consequences and risks associated with introducing new technology, software updates, hardware changes, or any alterations to the existing technical infrastructure.

Assessment:

1. Identifying the proposed change
2. Analyzing potential impacts
3. Assessing risks
4. Mitigation strategies
5. Cost and resource estimation
6. Stakeholder communication

Goal

Help decision-makers make informed choices about whether to proceed with the proposed change, and if so, how to minimize potential risks and ensure a successful implementation.





Architectural Peer Review TIA (Technology Impact Assessment)

V3.6

Month Day Year

<#PROJECT NUMBER> - <PROJECT NAME>

Note: Do not delete any slides, do not skip any slides

Project Summary

Planview Number and Name:	<i><#PROJECT NUMBER> - <PROJECT NAME></i>
Date and Version	<i>MM-DD-YYYY v#.# (Version Number)</i>
Target Project Gate:	<i>Gate (Decide/Design, Deliver)</i>
Presented By:	<i><Presenter Name></i>
Business Sponsor	<i><Business Sponsor Name></i>
AVP/VP	<i><Accountable IT AVP and VP Name></i>
Project Manager:	<i><PM Name></i>
Gate Budget/Project Budget:	



Business Strategic Alignment

SAMPLE

Parklane is an occupational health & safety claims management solution used for Workers Compensation Claims and Short/Long term disability claims

- The current Parklane on premise solution does not support Multijurisdictional claims reporting. It only supports claims made in Ontario.*
- FGL does not currently have a system to manage their employee Occupational Injuries so everything is done manually at FGL. This increases errors and makes Board reporting difficult.*
- In addition, this creates different ways of managing processes in a shared services team, which reduces the benefit of the shared service model. The manual work takes significantly more time than leveraging a system.*

This project will deliver a series of enhancements for the Human Resources group.

Planned enhancements include:

- Migrate Parklane on premise solution to Parklane Hosted SaaS solution*
- The Parklane SaaS Solution utilizes a Multijurisdictional Module, thus enabling incident claims reporting for employees across all provinces.*

Describe the business problem this solution is intended to solve and how this initiative aligns with CTC's business strategy



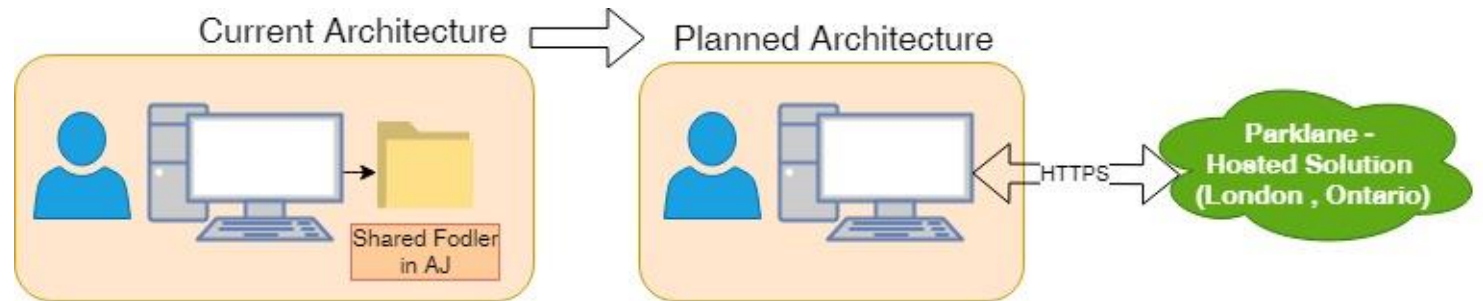
Solution Overview

Provide an overview of the solution in technical terms. Indicate what apps, systems or infrastructure will be impacted whether it be upstream or downstream. Describe any new third party hosted services that maybe added through this solution or impacts to existing third party services. Provide the technology stack details.

Parklane is a SaaS application used by the Health & Safety team as well as the Disability Management team. Parklane is an externally hosted, cloud-based SaaS solution running at a data centre owned and managed by Parklane. The solution is multi-tier with Web, Application, Database layers, and has a Thin Client and Web Client front end.

•Parklane Technology Stack

- Dedicated Servers (VM's)
- Apache
- MySQL
- Browser: IE 11(min), Chrome, Firefox, Edge, Safari
- Microsoft Windows Server 2012
- Programming Languages (PHP, Javascript, HTML, CSS)



One Company / One Customer

Criteria	Y/N	Explanation
Is the project delivering enterprise business capabilities consist with One Company (cross BU)?	<i>Y/N</i>	<i>If no, is the intent it may be enterprise in the future? Describe and explain And/Or If yes, which BUs will be affected?</i>
Has the project investigated the re-use of solutions available in the Enterprise Technology ecosystem that can provide the same or similar function?	<i>Y/N</i>	<i>If a solution available, why are you not re-using the available solution – list the solution and the reason why not and what is the incremental new cost to our environment? If no, describe solutions that were considered.</i>
Is the project delivering enterprise business capabilities consist with One Customer (single customer view cross BU)?	<i>Y/N</i>	<i>Describe and/or explain</i>



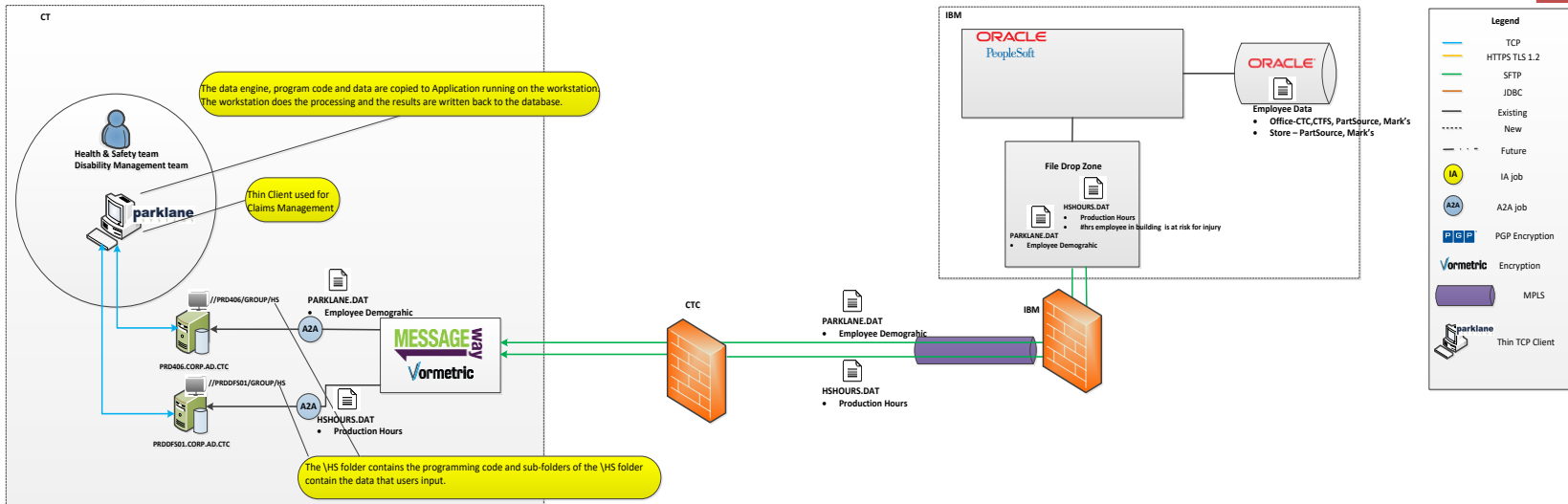
EA

<i>Criteria</i>	<i>Y/N</i>	<i>Explanation</i>
Has the application been through the Application Portfolio Management (APM) process?	<i>Y/N</i>	<i>When was the Application Portfolio Management (APM) assessment completed? (Until this loaded into ServiceNow see Enterprise Architecture)</i>
Has the product lifecycle of ALL technologies included in the design been considered?	<i>Y/N</i>	<i>Explain how this was considered, explain alignment to Technology Planning roadmaps. High Light any out of support or contained technologies.</i>
Is the project building on technologies consistent with our technology road maps?	<i>Y/N</i>	<i>Explain which technology road map was used and what aspects of the project this product aligns to</i>
Are new technologies being added and are they consistent with our technology roadmaps?	<i>Y/N</i>	<i>Describe new technologies and their versions</i>
Are any technologies being decommissioned?	<i>Y/N</i>	<i>Describe and/or explain Provide timeline and if not being completely removed from environment why</i>
Are any technologies being added to contained or retirement target technology?	<i>Y/N</i>	<i>Describe and/or explain which contained or retirement technology is part of the solution</i>



Current State

Category	Technologies
Language	
Source Code Repositories	
Platforms	
Database	
Main Client-Side Frameworks	
Operating System (O/S)	
Data Centre	



Delete before use

Use a diagram with supporting text to describe a logical diagram of the solution.

Include:

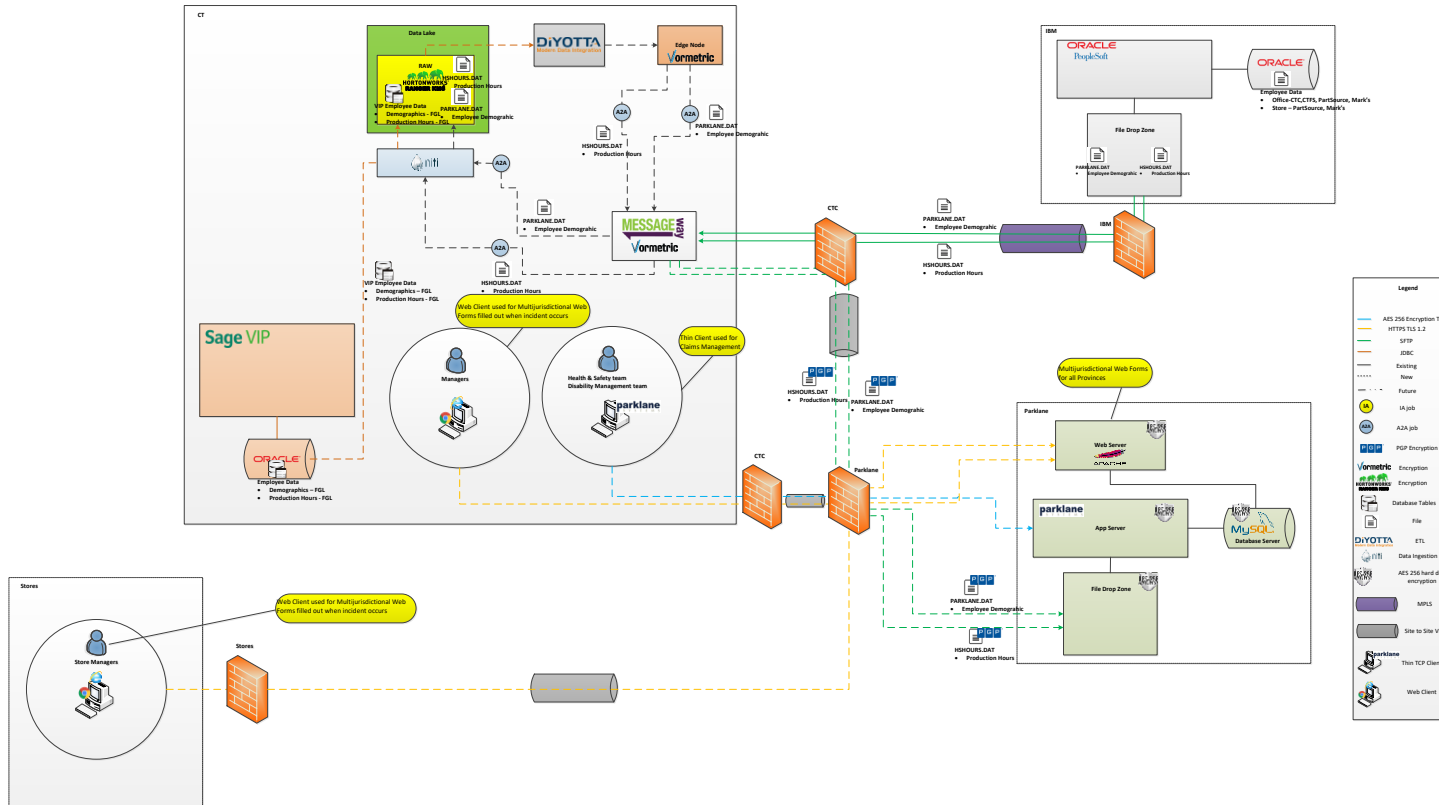
- Applications
- Services
- Databases
- Interfaces
- Data flow descriptions

Colour can be used for organizing the design but please provide a legend.



Recommended Solution

Category	Technologies
Language	
Source Code Repositories	
Platforms	
Database	
Main Client-Side Frameworks	
Operating System (O/S)	
Data Centre	



Use a logical diagram with supporting text to describe the solution.

Include:

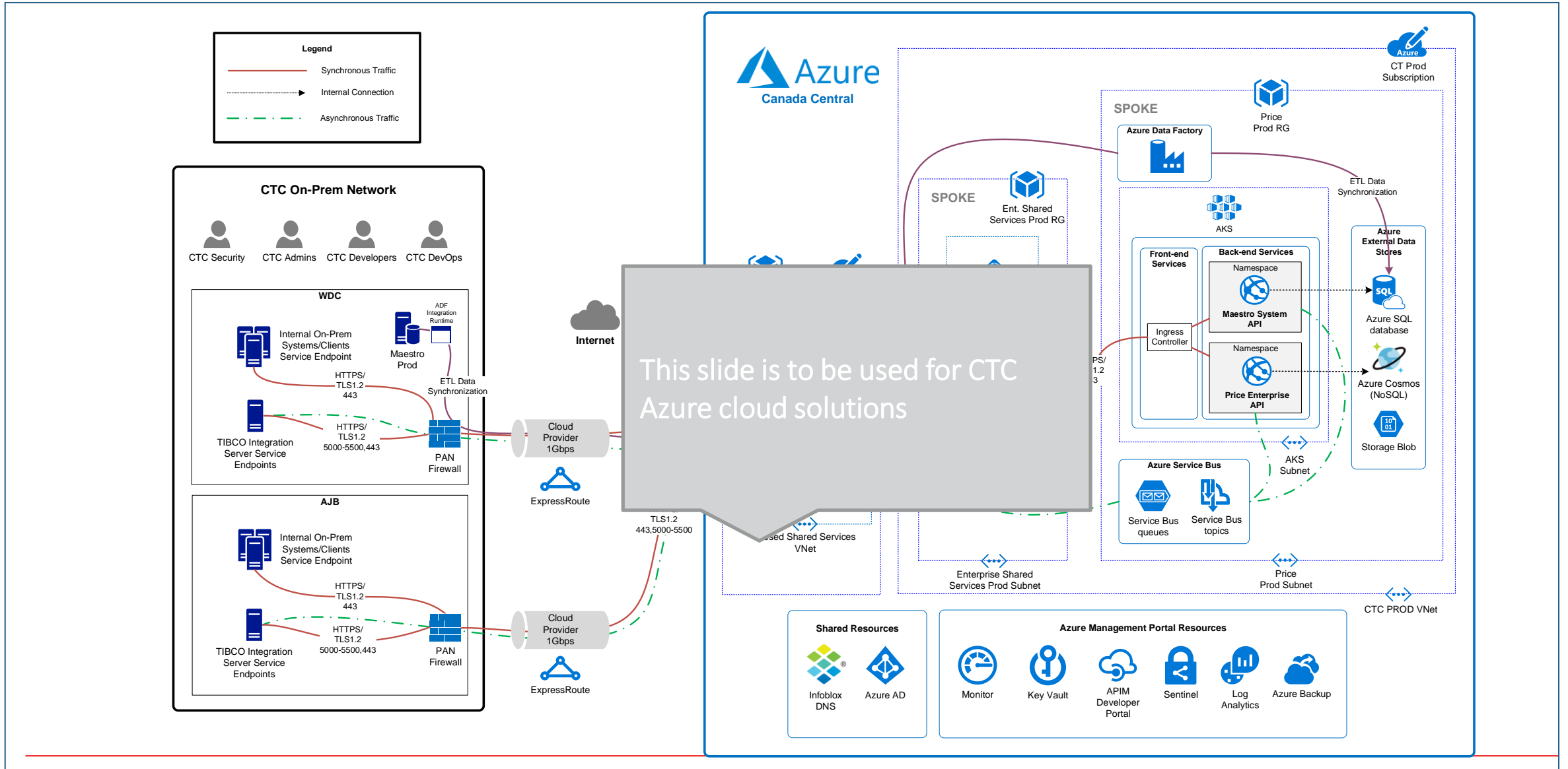
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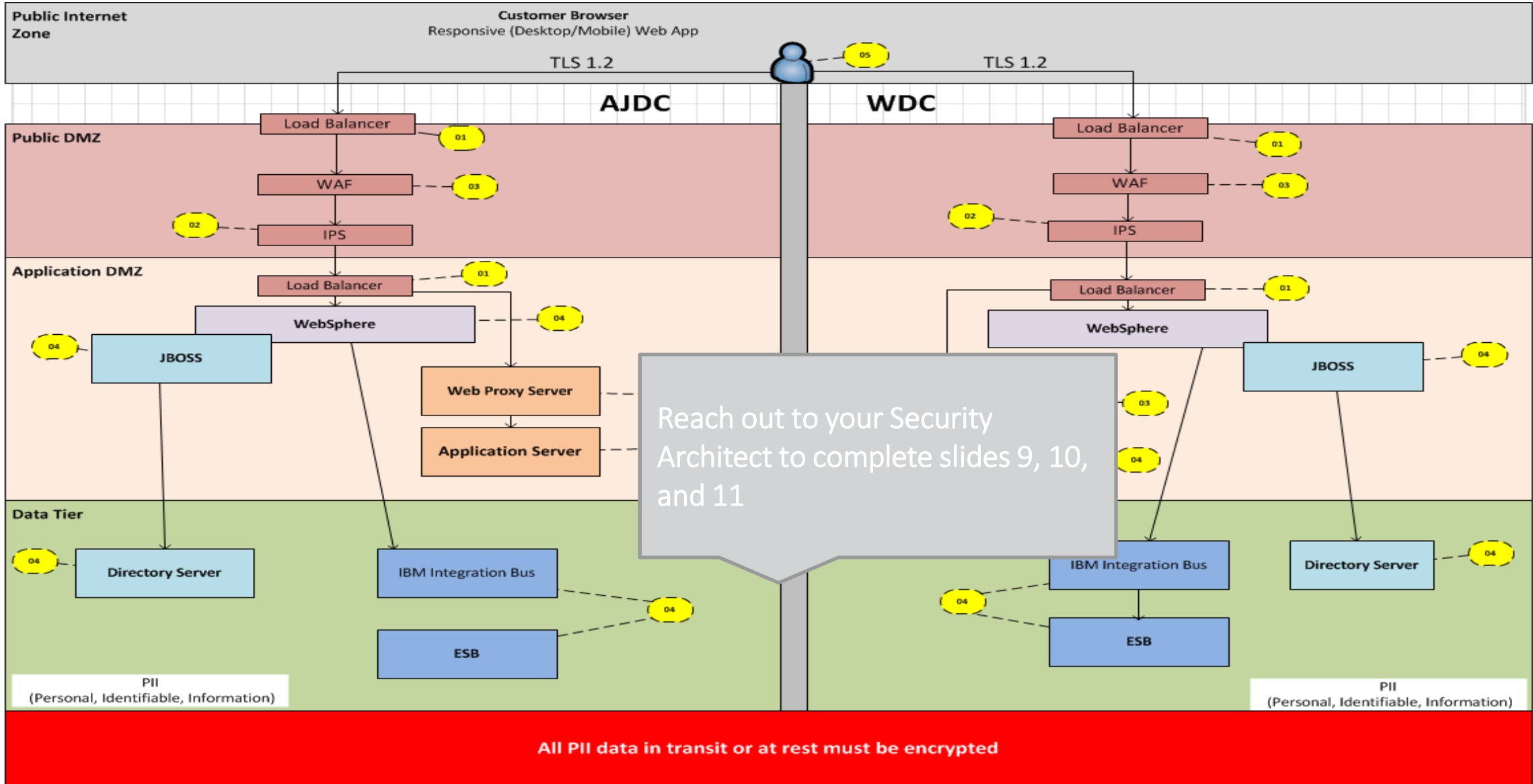
This especially useful to highlight what is changing from old to new.



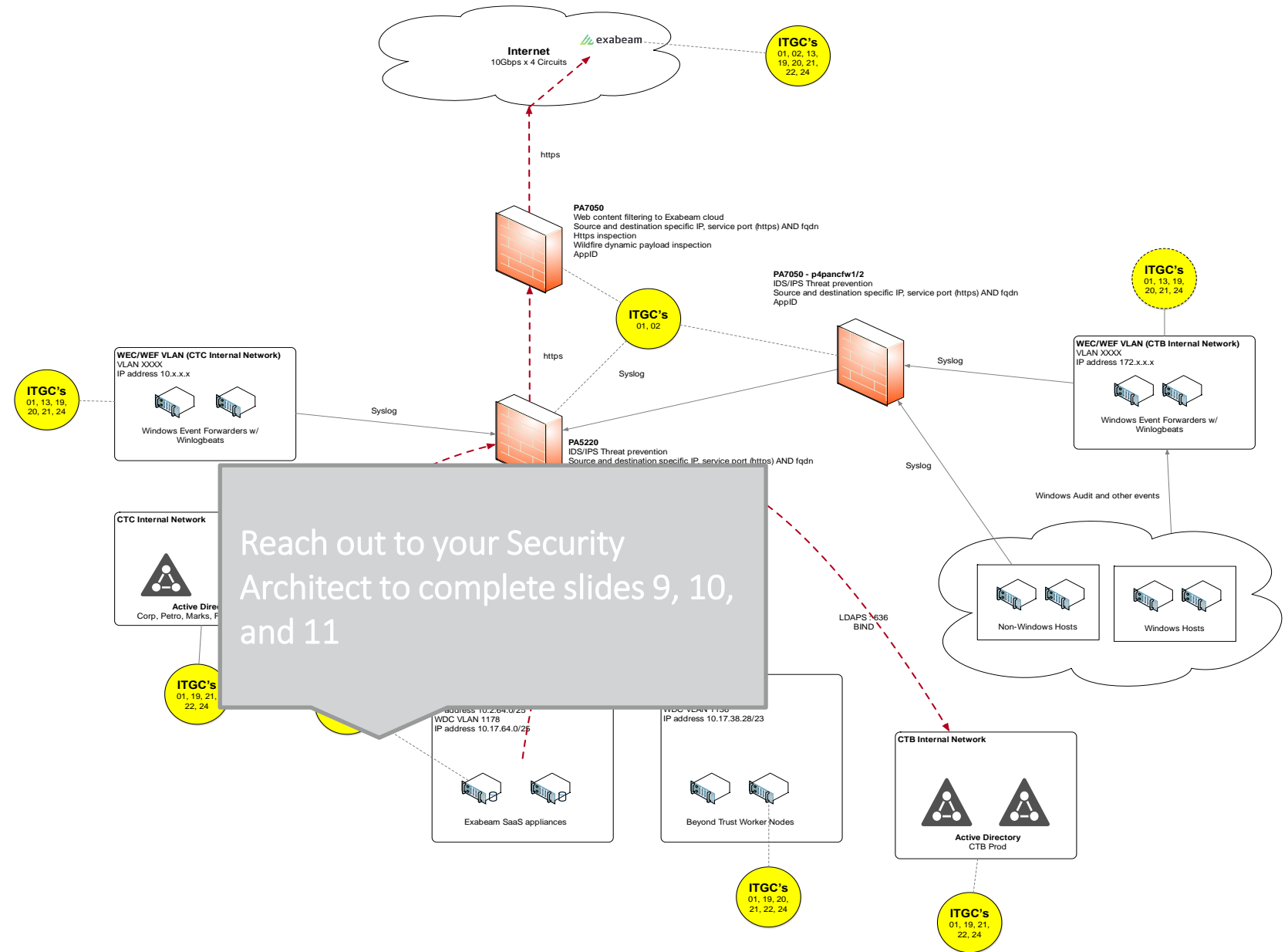
Cloud - Architecture Diagram



Security Design



ITGC Mapping



Reach out to your Security Architect to complete slides 9, 10, and 11

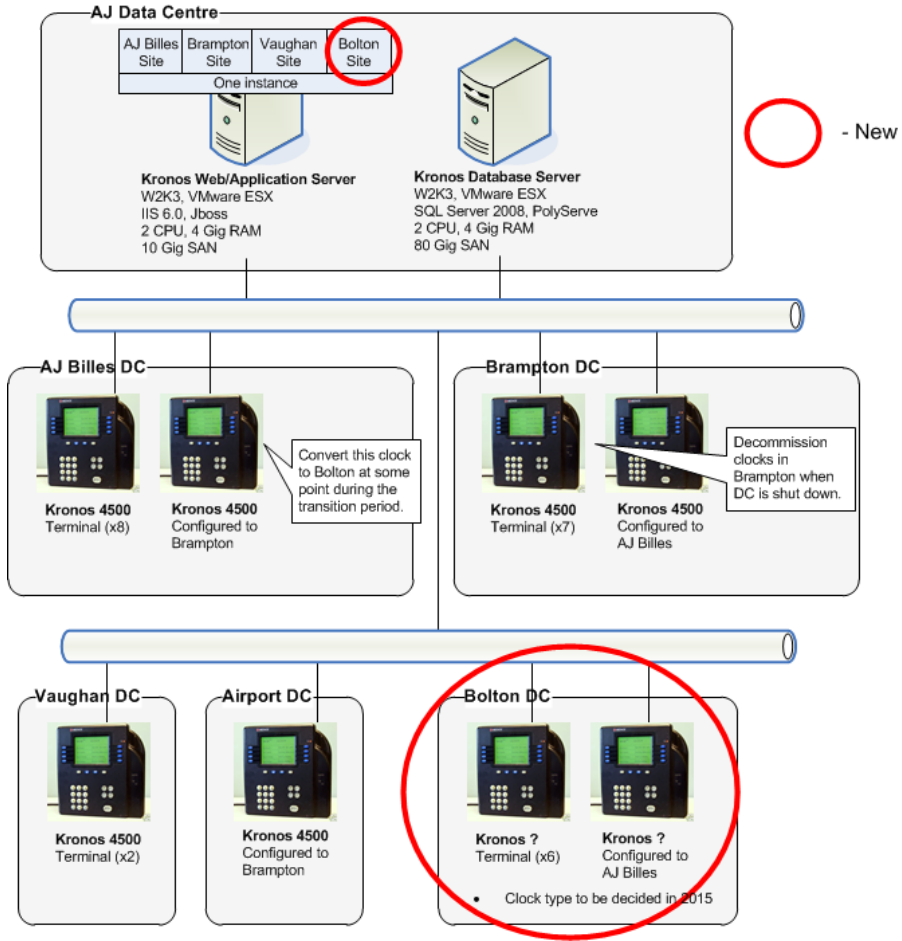


PROCESS	ITGC#	ITGC NAME	Controls
Ensure Systems Security	ITGC01	1. Information Security Policies and Standards	<ul style="list-style-type: none"> • Role based access controls defined in cloud • User to role mapping VIA SAML and trusts • Separation of duty from administration and users
Manage Compliance with Policies and Procedures	ITGC02	2. Information Security Policies and Standards Compliance Management	<ul style="list-style-type: none"> • Schedule X at initial review • Penetration testing of the SaaS service • Application scan of the service • NGFW to protect all services • APPID, Threat and restricted rules • F5 load balancing • BGP routing and anycast IP
Manage the Configuration	ITGC13	13. Configuration Management and Monitoring of Configuration Change	<ul style="list-style-type: none"> • No Access to collector directly to modify config • CIS System hardening
Ensure Systems Security	ITGC19		<ul style="list-style-type: none"> • Web service uses digitally signed JSON Web Token (JWT) • Password policy applied for systems and users • SAML to Cloud • MFA to BT environment
Ensure Systems Security	ITGC20		<ul style="list-style-type: none"> • Windows event logs will be monitored via infrastructure monitoring tools • EUBA environment • No monitoring for customer of the collectors
Ensure Systems Security	ITGC21	21. User Access Provisioning/23.Segregation of Duties	<ul style="list-style-type: none"> • SAML SSO • RBAC Roles • Privilege Access Management
Ensure Systems Security	ITGC22	22. User Access Review	<ul style="list-style-type: none"> • Current AD access reviews • CA Identity manager via AD
Ensure Systems Security	ITGC24	24. Threat and Vulnerability Management	<ul style="list-style-type: none"> • Continuous scanning and patching of infrastructure

Reach out to your Security Architect to complete slides 9, 10, and 11



Physical Design



Use a diagram with supporting text to describe the physical design.

Include:

- Servers
- software./firmware versions where applicable
- Load balancers
- Firewalls & other security controls, show where data is encrypted in flight or at rest
- Internal and external connections
- Indicate where the ITGC's are being applied
- Data flows for confidential & restricted data
- Indicate where encryption will be used

Colour can be used for organizing the design but please provide a legend.

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Delete before use



DR Design

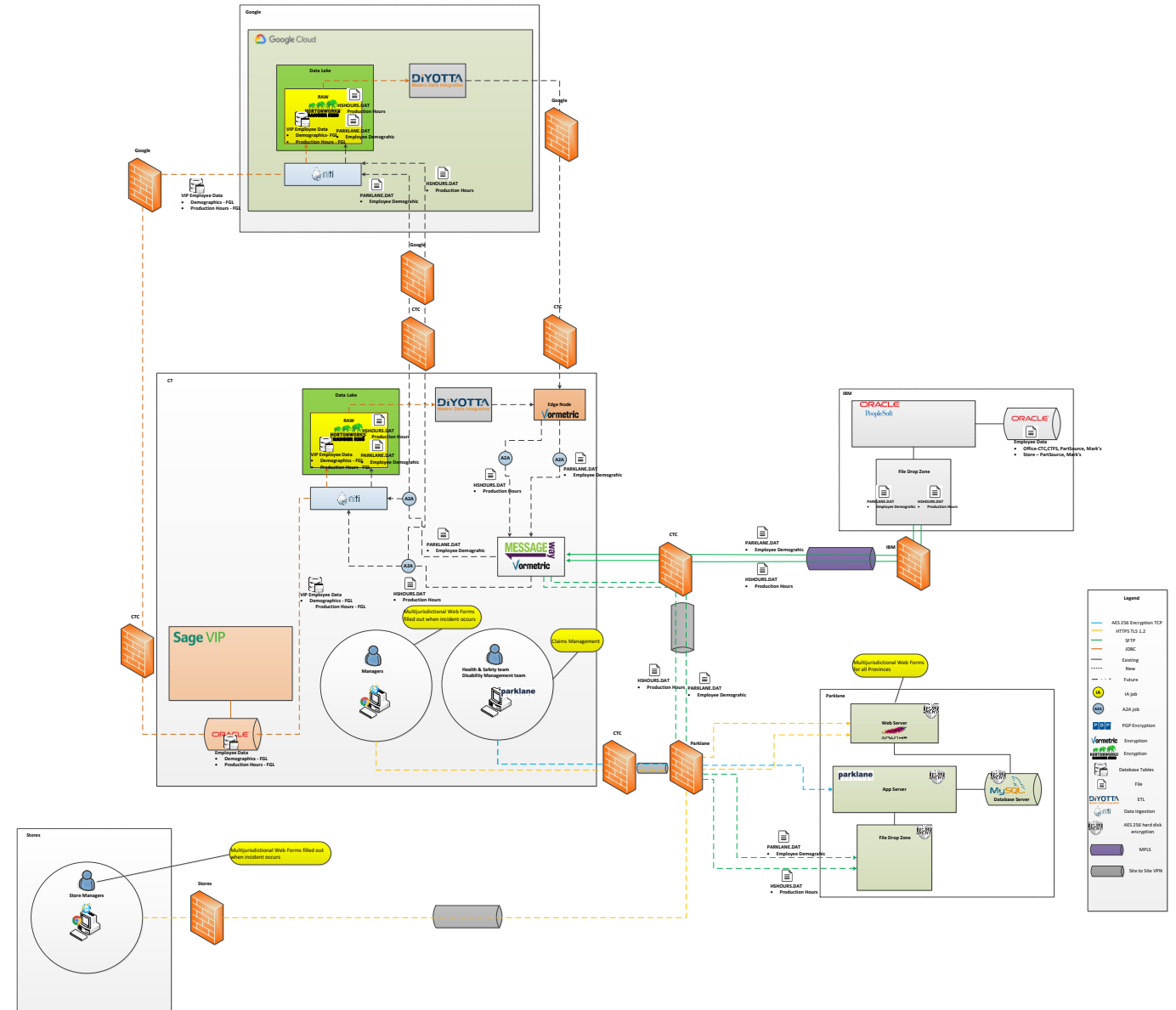
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Appendix: INFORMATION GOVERNANCE - IG

To ensure that all IT projects are meeting both legal retention and classification requirements. The information is used to confirm that IG have been engaged and that retention and classification requirements have been provided.

Criteria	Y/N	Explanation
Has the Information Governance team been engaged?	<i>Y/N</i>	<i>Explain - Who from IG has been involved / confirm if formal sign off from IG has been obtained (If you require a Privacy contact go the Useful Contacts Slide)</i>
Has the data been classified by Information Governance?	<i>Y/N</i>	<i>Explain - IG Analyst Involved Provide highest level of data classification.</i>
What type of data is being collected, processed, stored or distributed??	<i>Y/N</i>	<i>Provide a list of data involved, where in the solution it exists and the need or use of it in context of the solution</i>
Are you storing any data in the new solution? (This does not include transitory data.)	<i>Y/N</i>	<i>If Yes respond below.</i>
If yes to above, does it adhere to record retention requirements (refer to ERRS) Have you consulted with IG regarding retention requirements?	<i>Y/N</i>	<i>Have any "Records" been identified and what are the retention requirements.</i>



Appendix: Restricted or Confidential Data (PCI, PII, Financial etc)

Restricted data must be protected to ensure regulatory and contractual obligations are satisfied. Ensuring the correct governance teams are included on the project will help prevent scope creep and delays due to increased controls at the later stage of the project.

Criteria	Y/N	Explanation
Does this project involve PII data or any system that manages and/or contains PII data?	<i>Y/N</i>	<i>Describe reasons for answering yes or no</i>
Does this project involve credit card data?	<i>Y/N</i>	<i>Explain</i>
Are any assets storing/process/transmitting payment card information or on the same network as systems that do?	<i>Y/N</i>	<i>Explain</i>
Are any assets providing security services to systems that store/process/transmit payment card information (PCI)?		
Has the PCI team been consulted?	<i>Y/N</i>	<i>Provide a name</i>
Are CKA and/or DCJ assets or related infrastructure being affected?	<i>Y/N</i>	<i>Explain</i>
Will the data be shared, and if so with whom? (i.e. CTC employees, external 3rd party, customers)	<i>Y/N</i>	<i>Explain</i>



Appendix: Enterprise Cyber Security (ECS)

To ensure all current security controls are in place before project goes live for protection of the CTC brand.

Criteria	Y/N	Explanation
Is there a Security Architect assigned to this project?	<i>Y/N</i>	<i>Name of Architect</i>
Is there a Security Risk Assessor assigned to this project?	<i>Y/N</i>	<i>Name of Security Risk Assessor.</i>
Is this project addressing any prior risk acceptances?	<i>Y/N</i>	<i>If yes, List Risk Assessment Framework (RAF)'s being address</i>
Does this project introduce new software into our environment?	<i>Y/N</i>	<i>Describe</i>
Is there a requirement for the application be Internet facing?	<i>Y/N</i>	<i>Describe</i>
Will user authentication and authorization be used?	<i>Y/N</i>	<i>Describe how</i>
Are approved (GRC) encryption methods being used for data at-rest and data in-flight?	<i>Y/N</i>	<i>Describe methods</i>



Appendix: EIS Tech Planning

EIS Tech Planners are accountable for the delivery of design and planning pertaining everything infrastructure regardless if the solution is on-premise or cloud-nature or hybrid. The information is used to ensure alignment to technology roadmap while designing a cost effective and strategic aligned infrastructure solutions to meet the business requirement considering any infrastructure capacity uplift or adjustment.

Criteria	Y/N	Explanation
Has an Infrastructure Architect / Technology Planner been assigned to your project and have they been engaged in preparing this TIA?	Y/N	<i>Name of planner</i>
Has the cost for infrastructure, licensing etc. accounted for?	Y/N	<i>Provide the (high level) budget of this project</i>



Appendix: Data Technology and Integration

Ensures that our enterprise data assets are managed to corp standards and enabled for value creation as insights for smarter decision making

Criteria	Y/N	Explanation
Is your project modifying or creating new interfaces including with any cloud platform or services?	<i>Modify/New/Both</i>	<i>Description</i>
Is this project generating or consuming any data that would be relevant for current or future analytics/reporting by any team at CTC?	<i>Y/N</i>	<i>Description</i>
Does your project require or consume any data services?	<i>Y/N</i>	<i>Description</i>
Is this project sending (ingress) or receiving (egress) any data to/from any cloud platform?	<i>Y/N</i>	<i>Description</i>
Have you engaged a Data Technology DM to assign a SA to produce a <u>SOD, Estimate or SWAG</u> ?*	<i>Y/N</i>	<i>Name of SA</i>

*For any questions or to engage our team, please reach out to Ishan.Dadhich@cantire.com



Appendix: Disaster Recovery

Disaster Recovery and/or Resiliency capabilities must be delivered by all projects implemented by IT. The information is used to assist projects in completing a DR Design and DR Plan or SaaS Survey.

Criteria	Y/N	Explanation
Has the Business Continuity team (eCBCM) been contacted?	Y/N	Contact the Business Continuity team (eCBCM) by e-mailing eCBCM@cantire.com
Has the DR team been contacted?	Y/N	Name of persons contacted
Is DR applicable to this project?	Y/N	Provide a response indicating yes or no
Does this project support or impact critical business functions?	Y/N	List the critical business functions
What is the MTO/RPO and who provided this?	N/A	List the MTO/RPO and the individual(s) who were contacted to provide this
What are the upstream and downstream dependencies?	N/A	List the upstream and downstream dependencies
Does the alternate site have the appropriate technologies to support DR?	Y/N	If no, is there a project to resolve the gaps?
What is the implementation date?	N/A	Please provide the planned implementation date

The DR team will now be creating the ServiceNow ticket for DR, using the information provide on this Slide



Appendix: Imaging/Deskside/ESD/TSC

To ensure that the Enterprise Service Desk has been engaged and is fully aware of any impacts.

Criteria	Y/N	Explanation
Are additional standard workstations required for this project (Mac/PC)?	Y/N	<i>Describe reasons for answering yes or no</i>
Does the project require a new image or modifications to an existing image?	Y/N	<i>Explain – Include image checklist in the appendix</i>
Will the workstations be deployed to a corporate or retail environment?	Y/N	<i>Explain</i>
Are workstation or user group policy changes required?	Y/N	<i>Explain</i>
Is new or updated Workstation software being introduced?	Y/N	<i>Explain – Include some details and when the packaging request will be submitted</i>
Will your project result in any additional volume to the Service Desk during rollout/implementation?	Y/N	<i>Describe reasons for answering yes or no</i>
Will your project result in additional volume to the service desk for day 2 support? (Post project)	Y/N	<i>Explain – Include image checklist in the appendix</i>
Has the Service Desk been engaged?	Y/N	<i>Explain</i>
Is this a brand-new service or an upgrade/replacement of an existing service?	<i>New/Existing/Replacement</i>	<i>Explain</i>

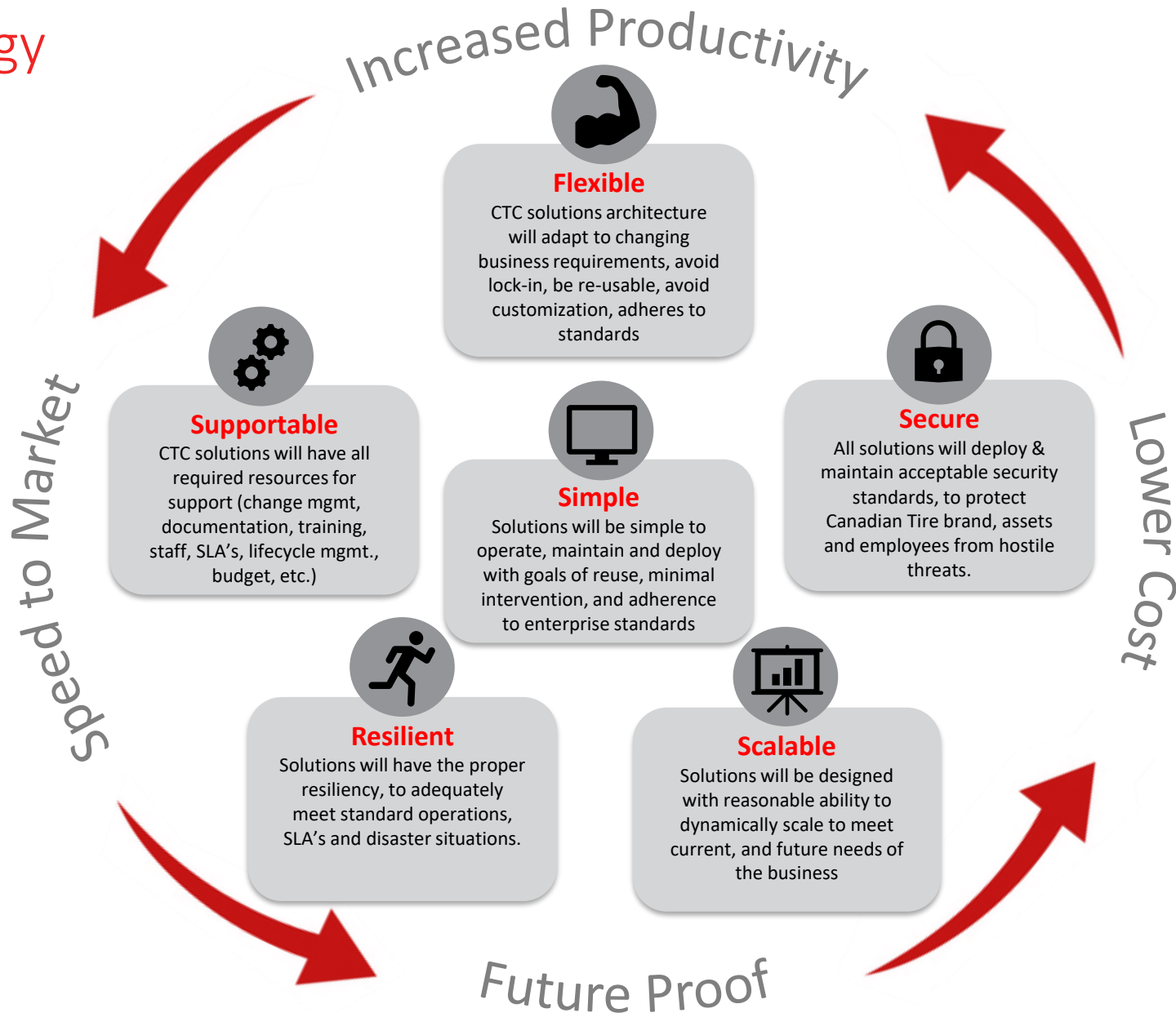


Appendix: ITVM – Vendor Agreements

<i>Criteria</i>	<i>Y/N</i>	<i>Explanation</i>
Will there be a vendor involved?	<i>Y/N</i>	<i>Names of new vendors involved Names of existing vendors</i>
Have you involved IT Vendor Management (ITVM)?	<i>Y/N</i>	<i>Name of person contacted in ITVM or ServiceNow IT Procurement Request #.</i>
Are service(s) or product (s) being procured? (include third party development contractors (IE, EPAM, Accenture))	<i>Y/N</i>	<i>Describe</i>



Technology Integrity Principles



#1 retail brand in Canada by 2022

- Customer - NPS
- Shareholder Value – TSR
- Employees - eVoice

Corporate Imperatives:

- Brand and Product Portfolio
- Customer Experience
- Financial Discipline
- Talent
- Platforms

IT Strategy:

- Empower The Company
- Transform The Company
- Optimize The Company



Useful Contact (as of Nov 01,2022):

Department:	Name:	Email Address:
Enterprise Architecture - Governance	Rob MacLaren	robert.maclaren@cantire.com
Enterprise Architecture – Retail Operations	Sun Lam	sun.lam@cantire.com
Enterprise Architecture – Supply Chain & Merch	Darryl Mullins	darryl.mullins@cantire.com
Enterprise Architecture - Technology	Ahmed Rahman	Ahmed.Rahman@cantire.com
Enterprise Architecture – Finance & Corp	Kimberley MacLeod	Kimberley.MacLeod@cantire.com
Enterprise Architecture – Digital & Marketing	Karan Malhotra	Karan.Malhotra@cantire.com
Enterprise Architecture – Data	Ian Collins	ian.collins@cantire.com
Enterprise Architecture – Principal Architect	Nisreen Poonawala	Nisreen.Poonawala@cantire.com
Enterprise Architecture (AVP)	Ivan Brock	Ivan.Brock@cantire.com
Information Governance (IG)	Information Governance	igi@cantire.com
Privacy Contact	Alison Nicks	_Alison.nicks@ctfs.com
PCI Compliance	Mike Williams-Yeagers	Mike.WilliamsYeagers@ctfs.com
Enterprise Cyber Security (ECS)	Jim Vernon	jim.vernon@cantire.com
EIS Tech Planning	Patrick Pang	patrick.pang@cantire.com
Data Technology and Integration	Ishan Dadhich	Ishan.Dadhich@cantire.com
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Disaster Recovery (DR)	Sadie Johnson	Sadie.Johnson@cantire.com
Imaging/Deskside/ESD/TSC	Marc Lanthier	marc.lanthier@cantire.com