

# Technology

# Data Protection Officer (DPO) Services



Delivering efficient, cost-effective fulfillment and support of GDPR Data Protection Officer requirements.

## FTI'S DPO SERVICES

The FTI team offers expertise in executing the following DPO responsibilities in a primary or supporting role:

- *Data subject requests response and tracking;*
- *Data protection impact assessment reviews and escalation;*
- *Metrics compilation and reporting;*
- *Breach logging, investigation, and notification support;*
- *Records inventorying;*
- *Training and internal communications development;*
- *Requirements tracking and documentation support.*

“As many as 75,000 DPO positions will be created in response to the GDPR around the globe.”

- International Association of Privacy Professionals (“IAPP”), *Study: GDPR’s global reach to require at least 75,000 DPOs worldwide*, November 2016

The General Data Protection Regulation (GDPR) requires many organizations to appoint a Data Protection Officer (DPO) to oversee data privacy risk and compliance. While the requirement is relatively straightforward, its elements can make the DPO role difficult for companies to fill. The DPO must have expert knowledge of data protection law and practices, possess the skill to properly monitor the company's GDPR compliance and data privacy risk, train staff, conduct assessments, maintain processing records, conduct audits and liaise with supervisory authorities. For many organizations, especially smaller and mid-sized concerns, internal staffing is not available and external resources are not cost-effective. For larger organizations, optimizing the DPO role can also be a challenge because too much day-to-day reactive work falls on what should be a strategic position. To address these pain points, FTI Technology has developed two DPO service offerings: ‘DPO-as-a-Service’ and ‘Office of the DPO Support’, to deliver right-sized and expert services that help corporations meet all requirements under the GDPR.

## DPO AS A SERVICE

With FTI's DPO as a Service offering, the FTI team manages all GDPR-mandated activities while providing in-depth risk and compliance oversight. The process includes the following:

- Client appoints FTI as the company's Data Protection Officer;
- Client empowers FTI DPO with necessary oversight, reach, and stakeholder accessibility to verify and effect proper data privacy risk management and regulatory compliance;
- Where necessary, FTI DPO resource directs privacy risk management and regulatory compliance activities (i.e. advising and implementing necessary a corrective action plans, periodic compliance reviews as required under GDPR);
- DPO role remains an independent observer of privacy risk and control posture, reporting directly into agreed-upon executive leadership (in DPO capacity);
- DPO provides key monthly metrics to primary privacy program stakeholder and to the board on a bi-annual basis.

## OFFICE OF THE DPO

With FTI's Office of the DPO offering, the FTI team effectively acts as your organization's back office privacy program. The team provides day-to-day back office operational and subject matter support for organizations that have an internal DPO but need additional cover for certain tasks or at specific times. At the direction of the internal DPO, the FTI Office of the DPO support team executes risk management coordination and oversight activities. FTI works collectively with the client to determine when and if the DPO Support Team engagement is required and can increase or decrease staff depending on client need and risk exposure. In this

way, the FTI team provides crucial DPO support while adding an overlay of in-depth risk and compliance oversight to the organization as a whole.

## WHY FTI FOR DPO SERVICES

- **Prioritization of Data Value:** We work to understand client products and services and develop a DPO strategy that reduces risk around personal data and improves that data's value by making it more transparent, which enables clients to make more effective business decisions.
- **Extensive Privacy Regulatory Experience:** Our global team has experience designing and building DPO solutions that meet regulatory requirements across markets (North America, EMEA, APAC).
- **Strong Technical Expertise:** We have wide-ranging experience with diverse data environments, including off-the-shelf and in-house enterprise platforms and applications.
- **Effective Program Execution:** Our team translates high-level requirements into executable project plans and uses an array of workflows to fit the specific parameters of the project - from proven, out-of-the-box methods to custom processes designed specifically for the Corporation's business model.
- **Truly Cross Functional Service:** We leverage a wide range of global subject matter expertise across FTI Consulting to enhance our DPO services for several specific verticals (technology, financial services, life science, healthcare and others), regions and use cases.

## TRUSTED GLOBAL LEADERS IN INFORMATION GOVERNANCE, E-DISCOVERY AND INVESTIGATIONS

FTI Technology's Information Governance, Privacy & Security Services are tailored to the specific needs of each client and the FTI team offers deep experience in delivering tangible results in the context of investigations, litigation, mergers and acquisitions, regulatory issues, reputation management and restructuring. Our professionals, including forensic experts, corporate investigation specialists and technology and e-discovery professionals are industry leaders experienced in many of the largest regulatory and data privacy matters of the past decade.

## ABOUT FTI TECHNOLOGY

FTI Technology solves data-related business challenges, with expertise in legal and regulatory matters. As data grows in size and complexity, we help organizations better govern, secure, find, analyze and rapidly make sense of information. Innovative technology, expert services and tenacious problem-solving provide our global clients with defensible and repeatable solutions. Organizations rely on us to root out fraud, maintain regulatory compliance, reduce legal and IT costs, protect sensitive materials, quickly find facts and harness organizational data to create business value. For more information, please visit [www.ftitechnology.com](http://www.ftitechnology.com).

For more information on our range of services, please contact:



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## EXPERTS WITH IMPACT™

### About FTI Consulting

FTI Consulting is an independent global business advisory firm dedicated to helping organizations manage change, mitigate risk and resolve disputes: financial, legal, operational, political & regulatory, reputational and transactional. FTI Consulting professionals, located in all major business centers throughout the world, work closely with clients to anticipate, illuminate and overcome complex business challenges and opportunities..

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