



Kraft Foods' risk and compliance management program wins coveted EIIA Silver Award using Citiclus ONE



Kraft Foods has won the U.S. Information Integrity Coalition's prestigious 2009 Silver Award for **excellence in information integrity** (EIIA) using **Citiclus ONE** risk and compliance management software. The award recognises the efficient, consistent and reliable way that Kraft Foods manages the risk posed by thousands of IT systems, sites and suppliers. The software equips Kraft Foods to manage its information security, risk and compliance obligations from any of its global locations and business-oriented results can be produced for decision-makers within hours.



Kraft Foods' Jim Pesce receives the award on behalf of the Kraft team (left to right):

- Tim Iteen, Kraft Foods
- Lori Drumm, Kraft Foods
- Marco Kapp, Director, Citiclus Limited
- Jim Pesce, Kraft Foods
- Frank Thompson, Kraft Foods
- Bob Herst, Kraft Foods
- Ellen MacGran, Kraft Foods.

Jim Pesce, Manager in Kraft Foods' Internal Controls group, explains their initial risk management challenge:

"Investors, regulators, business partners and consumers expect us to manage risk well. Our goal was to create a common approach to address risk / compliance of our information systems and create a systematic method of measuring information risk. By disclosing dependencies and relationships between business processes, information systems and third party partners, we could obtain a broader view of this risk and simplify data collection and reporting."

Kraft Foods chose **Citiclus ONE** software to help manage one of its key areas of risk, reduce the likelihood and impact of incidents and provide management with an informed view of information systems risk across their organization. A representative from the core global team and regional coordinators work with business leads who are most dependent on specific systems, sites, processes or suppliers - coupled with specialists from Kraft Foods' information systems, security and controls group.

Business leads at Kraft Foods use **Citiclus ONE's** succinct criticality assessments, risk scorecards and incident assessments - supported by harm reference tables and detailed checklists customized by Kraft Foods- to help measure information systems risk and compliance in objective business terms. The software generates highly visual, impactful results including risk and compliance status reports, heat maps, dependency maps, risk dashboards, league tables and incident statistics.

Using **Citiclus ONE**, the time taken to do deep dive assessments has been significantly reduced and the high quality results mean that Kraft Foods can focus resources on high risk areas and meet risk and compliance requirements.



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Jim Pesce adds:

*"Further strengthening our risk management program is a high priority at Kraft Foods. We needed a simple but effective risk assessment tool that could address our current business challenges and adapt well to future changes. **Citicus ONE** is very easy to use, and delivers an excellent range of reporting and users get immediate access to results."*

Marco Kapp, director of Citicus Limited comments on Kraft Foods' success:

"We are delighted that our Citicus ONE software and underlying risk management methodology has helped Jim Pesce and his colleagues to create a world-class information systems risk and compliance management program and to see Kraft Foods' achievements rewarded by the Excellence in Information Integrity Coalition's 2009 Silver award."

Simon Oxley, managing director at Citicus Limited adds:

"Managing risk well across a large organization is challenging and requires innovative, forceful and collaborative program management, as well as good tools. Kraft Foods' risk and compliance team have done a great job in meeting this challenge and we are proud to be working with them and similar organizations around the world to build robust, efficient risk and compliance programs that decision-makers can rely on."

About the Information Integrity Coalition's Excellence in information Integrity awards

The [Information Integrity Coalition](#) is a U.S. non-profit, membership organization. Its aim is to enable society to use and exchange information with confidence. It recognizes and celebrates significant achievements in the field of information integrity through its [Excellence in information integrity awards](#) (EIIA) programme. In 2009, this attracted entries from 256 nominees based in North America, South / Central America, Asia Africa and Europe.

About Kraft Foods

[Kraft Foods](#) makes today delicious in 150 countries around the globe. Our 100,000 employees work tirelessly to make delicious foods consumers can feel good about. With global powerhouse brands like *Oreo* and *LU* biscuits, *Philadelphia* cream cheeses, *Jacobs* and *Carte Noire* coffees, *Tang* powdered beverages and *Milka*, *Co'te d'Or* and *Toblerone* chocolates, we deliver millions of smiles every day. Kraft Foods (NYSE: KFT) is the world's second largest food company with annual revenues of \$42 billion. The company is a member of the Dow Jones Industrial Average, Standard & Poor's 500, the Dow Jones Sustainability Index and the Ethibel Sustainability Index.

About Citicus

[Citicus Limited](#) was formed in 2000 by Simon Oxley, Sian Alcock and Marco Kapp. The company provides world-class automated risk management tools that have been implemented in [public and private sector enterprises](#) of all sizes around the world, and helps customers implement them successfully. Our flagship software, **Citicus ONE**, enables organizations to measure and manage the risk posed by the entire range of assets, entities, processes and activities on which they depend, using a methodology that reflects [20 years of research](#) into the factors that drive risk up or down and those which make risk programmes successful.

For more information:

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