



## Context

SFIL is a public bank created in 2013, emanating from Dexia. It specializes in the refinancing of local government authorities and major export credit agreements.



## Mission

d<sup>2</sup>X Expertise intervenes in the IT Services Department's Project and Process Management team to ensure that the ISP is maintained in operational condition. The assignment consisted of:

- Follow-up on the issuing of maintenance processes for test plans,
- Administration of RVRParad, the test-tracking tool,
- Creation of reporting tools,
- Centralization of documentation.



## Issues & Goals

SFIL organizes ISP tests three times a year. The stakes are therefore:

- To coordinate the actors before taking action,
- To respect the action plans resulting from the tests.



## Benefits

The intervention of d<sup>2</sup>X Expertise enables:

- Facilitating the business continuity plan,
- The optimization of the Operational Maintenance Services.