

Editorial

„CIO of the year“ – only the team counts!

Business-Christmas-Story 2016 - The names and abbreviations used are purely fictitious - cheers!



The atmosphere in the headquarters of the world's largest logistics company is one of celebration. The boss, as well as the many elves and reindeer, are delighted to have successfully managed the company's busiest annual day, once again.

Through the large windows in the stable, the moon shines on the fresh hay. Today, to mark the occasion, the beloved red juice is flowing, which everyone looks forward to every year. Glasses are being clinked, emptied and refilled all round, as the CIO - „Christfest InTime Organisation“ plan has been delivered in full, without a single hiccup.

The biggest innovation this year was the expansion of the stable, because good working conditions are important. As ever, a strong performance was provided by the proven resources: Rudi, with the red nose, and Sven are the elders. But the tone is also being set by the new ones: Hana, Smart'i, Fiori, Saas'i and many others. They very much wanted to prove themselves this year, but quickly realised that the change from old to new is never quite as smooth and simple as one might think.

The best-known and most experienced reindeer also shone through clear announcements, good planning and routines. But Rudi, the old swashbuckler, is standing a little way away from the herd, observing the „youthful reindeer clique“, all of which have already, quite properly, quenched their thirst. He is angry with himself and his performance, wishing that this year they had not flown through the „Cloud“. There, something unbelievable happened to the darling of all children: he ran into trouble with his, admittedly no longer quite the most up-to-date, IT - „iTransport-car“ - and some parcels fell out. With a great effort, a lot of heart and by utilising yesterday's old tricks, he saved the delivery and all of the customers were happy.

Somewhat saddened and even a little foggy thanks to the fragrant juice, he looks into the large group of animals, who are getting more and more into the festive mood. „Why didn't the new ones - they had named the old ones at the presentation of „GenerationWhat“ - point out to him that his aging IT machine wasn't sufficiently secure for this modern route? The clique looks over at him as if to say, „Hey, old reindeer, things are different in the Cloud, there are other rules and more security and protection“. It's all moving too fast for him. He shakes his head and takes a warming sip from the huge pot of the festive red grape drink. Above all, he loves the tried and tested, even though he rather feels that he will have no option other than to adapt to the new developments, such as the many terms and abbreviations that he had not recognised over the last year. All of a sudden, he feels a comforting feeling in his stomach. A „cheers!“ can hardly be heard over the noise in the barn. A thick grape juice mist blows around him, carrying him away into a pleasurable dream.

... everything used to be so much easier: „Let's go, be on time, bring joy“, the old man would yell at his old IT mobile and his motivation

helped us to run as fast as we could. When they flew through the Cloud this year, they drove past massive boxes where the old man collected data about our goals, achievements and results in a small, handy device. „Digital hoofcuffs“, he calls it, keeping a keen eye on the display. Today everything is measured, „Where, how fast, how long?“ - no more time for a chat at the fireplace and a drink of the temptingly good grape juice together with the customers.

Digitisation - what? Yes, they call that. „0 or 1“, Rudi says through his three-day beard and then goes on to dream of the good old days. Punctuality or „bang the door to“, the right gift from the order catalogue or „Could not read your writing, just draw a picture“, and customer satisfaction or children with long faces and tears. And when it went wrong, there was IwT - „Information without Taboo“. That's what we called our improvement discussions with the boss, in which we analysed the...

A thunderous applause abruptly ends his dream. „This year, once again, our number 1 is - according to all of the data recorded - Rudi!“ the old man formally announces into the large group in the modern barn, swiftly taking a cup of festive red to calm his stage fright.

Everyone stares at the old reindeer. Now, it's not only his nose that is red! Last year - the reindeer blinks sleepily - they still had a bamboo line (bad Internet), but with the new platform and the new devices, everything is now technically possible. The jolly old man himself is holding the prize in his hand and speaking loudly and clearly, so that the young clique cannot help but pay attention to what he's saying: „The HCP - HumanCharacterPerformance - trophy goes to the one of us who, once again, has shown what kind of corporate culture we need in order to maintain long-term, sustainable, stable and respectful customer communications, using the innovations of today.“ He then looks over into the into the corner where the new ones are standing and mumbles softly in their direction: „Quality before quantity, guys!“

As he turns back to face Rudi again, whose nose is still at the centre of a big red head, he becomes even more determined and even louder than before: The boss continues, „Rudi, please continue to be a shining example to others. Your experience and your sense of responsibility demonstrate your commitment to delivery and our value code, your willingness to help and your superb HRM - Healthy Reindeer Mind.“ Rudi has the weighty medal placed around his neck. „You've already had one too many, my most faithful friend“, says the old man, who then heads towards the exit, while he is applauded by all for his brave decisions for new devices and technologies. Rudi looks proudly and contentedly into the group, from whom he now feels a little bit of respect and recognition for his team performance. Rudi then falls immediately into a well-earned holiday sleep.

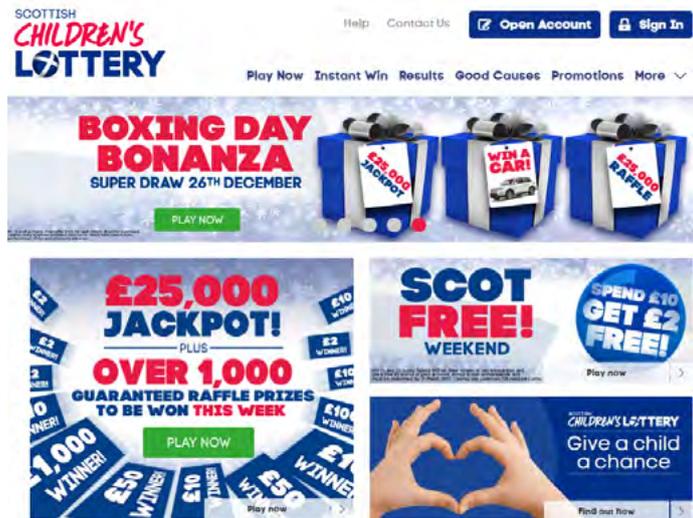
In this spirit, let us allow him to dream on and, like him, I hope you enjoy the festive free time! Refuel your energy and top up on ideas so that you can master the new challenges in your team and meet the requirements of our customers. Remain healthy and an important team member!

Your stable boy (... and one of the team)
Steffen Schaar



Scottish Children's Lottery relies on lottery operating system of TQG-LTS

The Quality Group – Lottery Technology Systems GmbH ("TQG-LTS") is delighted to confirm that it has been selected as provider of the lottery operating system for new charity lottery, Scottish Children's Lottery. The Scottish Children's Lottery, to launch in October 2016, will operate on the TQG-LotterySuite standard software, a secure, high-performing and market proven lottery management system.



The system manages the entire gaming process; the calculation of operating wins and the payouts to the players. The TQG-LotterySuite is connected to various external services, including DataCash for payment transactions and the CallCredit service for player identification. Additionally, a range of e-instant games has been chosen and will be integrated into the gaming experience. The system is hosted by TQG-LTS in a UK based ISO27001 certified data centre.

Commenting on the selection of TQG by Scottish Children's Lottery, Karsten Hagemester COO and Head of Business Development at TQG said: „We are very proud of how quickly this project was realised by TQG-LTS, based on our standard platform. Within the project, the standard software has been updated to meet current British requirements. Additionally a target-audience-specific user interface has been implemented according to the TQG Responsive Design Frameworks in accordance with the UK Gambling Commissions' latest requirements. This demonstrates our standard software approach and its effectiveness – combining high quality and low costs, in addition to rapid project realisation.”

John Catnach, Head of Technology, Scottish Children's Lottery said: “The TQG-LotterySuite guarantees a secure gaming operation and an optimal customer approach. TQG really understands lotteries and the implementation of the platform for the Scottish Children's Lottery was completed in a highly professional manner. We look forward to working with TQG on this exciting new venture.”

The Scottish Children's Lottery is a charity lottery supporting projects for young people in Scotland: www.scottishchildrenslottery.com. For more information about TQG-LTS please visit www.tqg-lts.com.



DiALOG on tour 2017: Contract management and EIM live on your doorstep!

Experience our highly successful, free, regional lecture series DiALOG on Tour in 2017. In just one afternoon, we offer decision makers, managers and experts in administrative areas of business an opportunity to engage with effective and efficient suggestions and improvements on the subject of Contract Management - Compliance - Business Process Management (BPM) - Enterprise Information Management (EIM).



Dates:

22nd February 2017	Frankfurt
28th June 2017	Stuttgart
27th September 2017	Cologne/Düsseldorf
24th October 2017	Munich
29th November 2017	Vienna

Renowned users report back about their real-life practical experience of contract management and EIMs. Interesting production and user processes will be presented. Be a part of the valuable exchange of opinions and experiences with experts and users that can be further applied in new networks and partnerships.

Free registration for all 2017 events can be found at www.tqg.de/dialog-on-tour. We invite you to visit the page and we look forward to seeing you at one of our events soon!



DiALOG on tour Munich: BPM as the basis for successful business

„Take it easy, Think BPM!“ - under this motto, The Quality Group invited guests to the Allianz Arena in Munich for the 12th DiALOG on tour. In an impressive setting, with a superb view of the football pitch, experts from law, compliance, IT and consulting gave presentations on various aspects of Business Process Management (BPM).



In the first lecture, „Easing the burden on the Legal Department by Risk-Orientated Resource Use“, Walther Schmidt-Lademann, from law firm W. Schmidt-

Lademann, postulated that the workload and equipment of the legal departments forced them not only to become more efficient - to do things factually and practically correctly - but also to work in a more effective manner. According to Mr Schmidt-Lademann, this can only be done by systematising the tasks and, above all, the processes in the legal department.

Dr Alexander Deicke, Managing Director of K11 Consulting GmbH, highlighted another aspect of successful business processes in his lecture „BPM & Compliance in the sense of Enterprise Information Management“: the successful implementation of compliance in the company by means of clear rules and information, training and controlling processes. It is only through clearly structured and comprehensible processes that it is possible to anchor the awareness of compliance in the minds and in the actions of the employees in a truly sustainable manner and to ensure acceptance.

A look behind the scenes of the Allianz Arena, including a visit to the cabins and seats on the trainer's bench of FC Bayern coach Carlo Ancelotti, provided fascinating insights



into Europe's most beautiful stadium, also, in line with the theme, underscoring that it is only thanks to clear workflows that over 3000 employees are able to work efficiently and smoothly on a match day.

„Business Process Management: Compliance-Safe Action“ was the title of the presentation given by Nils Scharifi, compliance expert at The Quality Group, who highlighted various practical approaches from BPM that support compliance management. In doing so, he not only discussed the tension triangle of compliance, but also made clear by means of practical examples how clearly defined responsibilities and authorisations can be used to ensure process security, obligations and transparency.

The round table workshop „Legal Pursuit“ provided a practical conclusion in which the participants discussed concerns, challenges, benefits and potentials in contract and process management. Steffen Schaar, who facilitated the event, summed up the discussion and also the quintessence of the previous lectures by saying, „People must always be the central focus. Without the employees, no contract management, no compliance management or any other project can be successful: listen to the worries, opinions and experiences of your employees - as that way, you will also be able to successfully manage and live business processes!“

In the final networking session, the participants from the various sectors and specialist departments took the opportunity to exchange views and experiences with their colleagues.

DiALOG on tour Austria: It's all about communication!

„It's all about communication!“ - this was the conclusion of the thirteenth DiALOG on tour, which took place on 24th November in the impressive Hangar-7 in Salzburg. Suitably for the venue, the networking seminar was held under the motto of „Contract Management & Compliance - Your Power Wings for Company Success“, offering insights into everyday practical experiences in numerous lectures.

In his introduction, Steffen Schaar, a member of the management of The Quality Group, explained that successful digitisation within a company depends on factors such as strategy, business processes and compliance, but also that the most important factor is communication among employees and colleagues.



This was confirmed by Dr Alexander Deicke, Managing Director of K11 Consulting GmbH, who regarded communication as the main aspect of successful compliance within a company. Based on practical examples, he clarified that while it is good for a company's external image if it has a well-developed set of rules, this is not enough for the truly sustainable anchorage of those rules within the company. In fact, in order to fully anchor processes, employees require training and, above all, to actively observe the rules on a daily basis.

The contract management project from AFS Aviation Fuel Services GmbH, presented by Nils Scharifi, Account Manager at The Quality Group, showed an excellent example of how this can be successfully achieved. According to Scharifi, it is very important to define the requirements and expectations of such a project by means of open communication between all of the departments involved, and then to implement them by acting responsibly: „Not acting through competencies, but through responsibilities - that is what matters!“

The guided tour given by the retired pilot Starkmut Höntzsch, who had a fascinating insight into Hangar-7





and Hangar-8, the home of the Flying Bulls, offered a fascinating look behind the scenes. Participants learned that

successful aviation also depends on clear communication between pilot, technician and navigator - both in the past and today.

In his lecture, Stefan Schiller, a compliance expert at The Quality Group, explored „Business Process Management (BPM) as Part of Compliance“. Clearly defined processes and responsibilities can be achieved through a BPM system and anchored in the company, creating more transparency and clarity about compliance rules. But it is also important for people to carry these changes into the company, to live them and anchor them - and this can only be done, according to Schiller, by means of example, explanation and discussing matters together.

The theme of talking and discussing together was also at the centre of „Legal Pursuit“ - a communicative game, where the participants discussed and exchanged their experiences in the areas of contract management and compliance.

TQG develops

Accounting Security: New Guidelines IFRS 15 & 16

IFRS 15 & 16 are a new generation of standards that are leading to fundamental changes in accounting.

In accordance with the IFRS 15 standard, as of 28th May 2014, the most significant regulations in force to date on the reporting of sales revenues from customer contracts were merged into a new standard (IAS 11, IAS 18, IFRIC 13, IFRIC15, IFRIC 18 & SIC-31).

In general, the new standard does not lead to a change in the revenues themselves, but, if necessary, to a changed realisation date. IFRS 15 permits / calls for the dismantling of contractual obligations into individually usable parts, for example, a mobile phone contract that is bundled with a mobile device is required to list the contract period as separate item, which, in accordance with IFRS 15, is to be realised completely upon availability.



The described method decouples sales realisation and invoicing, thereby placing new demands on the IT-side processing and recording of performance obligations.

In January 2016, a new regulation - IFRS 16 - was introduced (replacing IAS 17 and IFRIC 4) for the reporting of leasing conditions, which applies to reporting periods beginning after January 1st 2019. The standard includes important changes, e.g. the requirement that leasing agreements are to be recorded on balance sheets by the lease-taker as an asset, as part of the so-called „right-of-use approach“ or also the difference between financing and operating lease contracts for the lessee (as required by IAS 17).

To support the new business process for accounting, the LCM Product Suite offers suitable assistance to ensure efficiency and security.

- LCM Integration Gateway: Integration with financial / accounting data, as well as active support for assigning values to existing contracts
- IFRS 15: Direct support for the 5-step process to determine performance obligations and transaction prices in your contract portfolio
- IFRS 16: Guided valuation and classification model for all contractual leases
- Reporting: Accessibility at all times - clear value overview of your contracts for your balance sheet

Interested? Please contact us! Should you require further information, the LCM Product Management team would be delighted to help.

Events 2017: see you there!

25.-27. Januar	Unternehmensjuristen-Kongress (Berlin)
22. Februar	DiALOG on tour (Frankfurt)
25. April	Syndikus Summit (Stuttgart)
26. April	IT-Recht & Organisation (Stuttgart)
10.-12. Mai	DiALOG Fachforum (Hamburg)
28. Juni	DiALOG on tour (Stuttgart)
27. September	DiALOG on tour (Köln/Düsseldorf)
11. Oktober	Compliance Summit (München)
24. Oktober	DiALOG on tour (München)
29. November	DiALOG on tour (Wien)



DiALOG - eNewsletter for Enterprise Information Management

Do you have any suggestions, questions or comments? Your feedback is welcome.

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