

Getting a 757 off the ground takes incredible amounts of skill, training and dedication. Of course, you also need a pilot.

This large, U.S.-based aviation enterprise knows how to hire top pilots and maintain the best fleet. But running an airline doesn't always involve the obvious. Recently, the company found it needed assistance with something more inconspicuous, namely a two-part mission involving IT security and the creation of a Business-to-Employee (B2E) portal. And while IT security and portals can't fly planes, they're just as important to an airline's strength and stability as the crew. Enter the experts at PricewaterhouseCoopers.

First, the airline needed to define a set of security policies and procedures while bringing an IT function in-house after years of outsourcing to another division. PwC identified vendors that best fit the client's needs and helped develop a security strategy to integrate both business and IT requirements. A follow-on engagement allowed us to help document the security strategies and policies. And our professionals in human resources helped the client work through staffing and organizational issues with their new IT department.

Second, the company wanted to develop a B2E portal, a "one-stop shop" location for its hundred thousand employees to obtain assistance with HR issues. We allied with Netegrity to deliver both functionality for the portal and ongoing support as additional applications rolled out. The client now has a single, authoritative source for all employee-related information as input to the portal and is on its way toward full implementation.

What we are doing:

Performing security strategy gap analyses, working with business stakeholders to understand business objectives, and meeting separately with IT stakeholders to understand their requirements. Recognizing key business issues and guiding IT staff through the proper technology perspective to choose or customize solutions that meet both business and IT needs. And of course, we're assisting with implementation on all these new initiatives. Missions accomplished.

Four essential services:

Requirements analysis. Process improvement. Project management. Knowledge management.

Five key skill/knowledge areas:

- Security Best Practices
- Identity Management
- Human Resources/Human Capital
- Web Portal Technology
- Data Transformation & Management



Enterprise Performance Management