

Client Name: Citigroup

Project Title: iCAPS – Integrated Corrective Action Plan System

Project Details:

iCAPS is the Integrated Corrective Action Plan system used for management of all Issues and CAPs that originate from various Citi assessment processes.

- Issues represent control weaknesses or deficiencies that are identified through program risk and compliance assessments, management observation, regulatory exams or internal audits.
- Corrective Action Plans (CAPs) are created to rectify identified Issues. Complex or multi-phase corrective actions may be defined, multiple CAPs may be created and CAPs may be shared across issues.

GBCS Team Role :

- Business Analysis for the iCAPS Product Team

Benefits to Client:

- Providing sustainable cost effective onsite Business Analysis services