

Simplifying DORA Compliance with TicketPilot

A Comprehensive Solution for DORA Compliant Incident Management

The Digital Operational Resilience Act (DORA) establishes a unified framework for ensuring the operational resilience of financial entities and their service providers across the European Union. To comply with DORA, organizations must implement robust incident management systems that handle classification, reporting, and updates for material and cyber incidents within stringent timelines. This whitepaper introduces a cutting-edge compliance tool designed to simplify DORA adherence by automating incident workflows, ensuring accurate data handling, and meeting critical deadlines efficiently. With features like automated classification, integrated reporting, and real-time updates, this tool helps organizations navigate the complexities of DORA while enhancing their overall operational resilience.

Incident Management under the Digital Operations Resilience Act

The Digital Operational Resilience Act (DORA) establishes a framework to strengthen the resilience of financial entities to operational disruptions. A core aspect of DORA is the requirement to classify incidents into material and non-material categories based on specific criteria, such as the impact on critical services, financial consequences, duration of service interruption, data loss, and reputational damage. This classification determines the reporting

obligations, including the timing and level of detail required. To achieve compliance, organizations must implement systems that support consistent data handling, rapid classification, and seamless communication with regulators. By addressing these challenges, DORA aims to enhance the stability and trustworthiness of the financial sector

How TicketPilot Simplifies DORA Compliance



Process Assistant

The Process Assistant serves as a guide for navigating DORA's regulatory requirements. It helps organizations identify which incidents need to be reported, such as those impacting critical services or operational continuity. The assistant also identifies and flags missing information, for example, in impact assessments or root cause analysis.



Knowledge Management

TicketPilot integrates data from configuration management databases, unstructured file repositories, and other resources to provide a comprehensive context for incident handling. It enriches incident data with essential details such as affected assets, service dependencies, and historical incidents.



Incident Classification

The Incident Classification Framework automates the categorization of incidents in compliance with DORA standards. Leveraging AI and machine learning methods, it ensures consistency with regulatory guidelines and historical classifications from your incident repository.



Integration of Third-Party Ticket Information

TicketPilot embeds tickets from external providers into your incident process and repository by classifying, enriching, and consolidating them seamlessly to provide a comprehensive context for incident handling. It enriches incident data with essential details such as affected assets, service dependencies, and historical incidents.



Automated Reporting

TicketPilot automates the DORA incident reporting process, delivering compliant initial, periodic, and closure reports with full traceability. The system ensures real-time synchronization of up-to-date data points and reports, enabling organizations to meet initial notifications.

Benefits of TicketPilot for DORA

Efficiency

TicketPilot enhances efficiency by automating manual processes and seamlessly collecting and integrating information from various sources, including ticketing systems, configuration databases, and documentation repositories. This reduces workload and allows teams to focus on incident resolution.

Effectiveness

TicketPilot boosts effectiveness by providing teams with accurate, real-time data from multiple sources. This enables informed decision-making and ensures incidents are handled with greater precision, improving overall incident management and compliance with DORA.



Consistency

TicketPilot ensures accurate, consistent incident information, aligning with previous incidents and regardless of the source or person handling the incident. Automation reduces errors, maintaining data integrity and supporting reliable decision-making and compliance.

Speed

TicketPilot accelerates incident management by automating key processes, ensuring fast classification, reporting, and data integration. This helps teams meet DORA's tight deadlines and resolve incidents quickly, without delays.

Autonomy

TicketPilot reduces dependency on specific experts by automating incident classification, reporting, and data integration. With 24/7 availability of insights and automation, teams can handle incidents independently, ensuring efficient management even when key personnel are unavailable.

Integration, Technical Requirements and Prerequisites

Integration via REST API or Dedicated Jira Frontend: TicketPilot integrates through a dedicated Jira Plugin for Jira Software and Service Management. For flexibility and platform independence, it also supports REST API integration. Support for ServiceNow is planned.

Ticket Volume: TicketPilot is designed for organizations managing at least 1,000 tickets per year across various ticket types and contexts. Initially trained on a dataset of 150,000 tickets, it delivers consistent performance and adaptability, making it ideal for medium and large-scale operations.

AI/ML Base Technology: TicketPilot leverages advanced machine learning models, including open-source transformer-based encoders. For text generation, it uses GPT-4 via Azure services hosted in Switzerland, ensuring compliance with regional data sovereignty requirements. Smaller models, such as Llama3, can be deployed to accommodate customer-specific settings.

Data Security: TicketPilot ensures the highest standards of data security by employing top-tier AI modules and storing all data within the EU, guaranteeing GDPR compliance. Additionally, it offers custom deployment options, including private language models (LLMs) tailored to individual customer requirements, providing enhanced control and privacy.

Pricing

Pricing is based on ticket volume and feature usage. For a tailored quote that fits your specific needs, please contact us. For latest updates and detailed information, please visit ticketpilot.ai, or contact us under info@rwai.ch or +41787685750.