RISK ADVISORY SERVICES

IT SERVICE MANAGEMENT AND IT GOVERNANCE

A SIGNIFICANT SHIFT IN THE MATURITY OF THE INFORMATION TECHNOLOGY (IT) INDUSTRY HAS OCCURRED IN RECENT YEARS. BEST PRACTICE FRAMEWORKS AND STANDARDS OFFER UNPRECEDENTED LEVELS OF GUIDANCE AND ARE READILY AVAILABLE THROUGH A NUMBER OF SOURCES.

To be successful in today's business world, IT management needs to embrace the challenge of establishing best practice processes and controls, thus allowing for better cost of ownership and return on investment metrics.

Some of the competitive advantages of implementing best practices include:

- Effective governance of IT activities;
- High level risk identification;
- Risk mitigation strategies;
- Providing an IT management framework;
- Built-in IT processes;
- Availability of guidance; and
- Increased stakeholder buy-in.

Despite tremendous advances in technical capability and enormous reductions over time in the unit cost of technology, the overall cost of IT has spiralled. As a result, a vast number of IT initiatives have failed to deliver against expectations. Increased demands on the IT governance function and its pervasive role in the business environment mean strict compliance laws must be met and stakeholder value clearly delivered.

Our IT Service Management and IT Governance offerings assist organizations achieve the following benefits from their technology investment:

- Leverage technology with business strategies

- Closer working relationships between business and IT managers
- Enhanced IT service levels and controlled IT costs
- Productivity gains on technology investments
- Organizational flexibility to change
- Enhanced decision making for executive management

IT Service Management

BDO's IT service management offering assists management in implementing best practices in the evolution of IT processes. This encompasses business applications and their underlying infrastructure. The IT Infrastructure Library (ITIL) is a best practices framework that guides organizations in effective and efficient IT service delivery.

The Solution

Our team of ITIL professionals can assist in defining the unique blend of processes, organizational applications and infrastructure requirements needed to align your current and future needs with your long-term business objectives.

Our methodology encompasses of the following key phases:

- **Needs assessment** – Analyze business needs and strategy while benchmarking against best practice models.
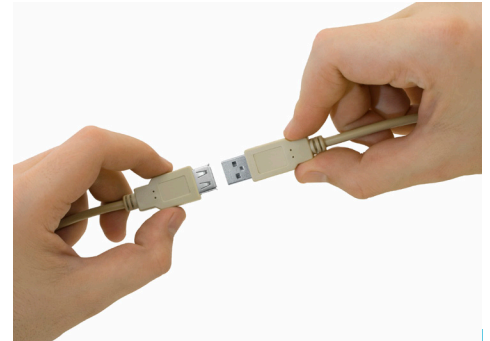
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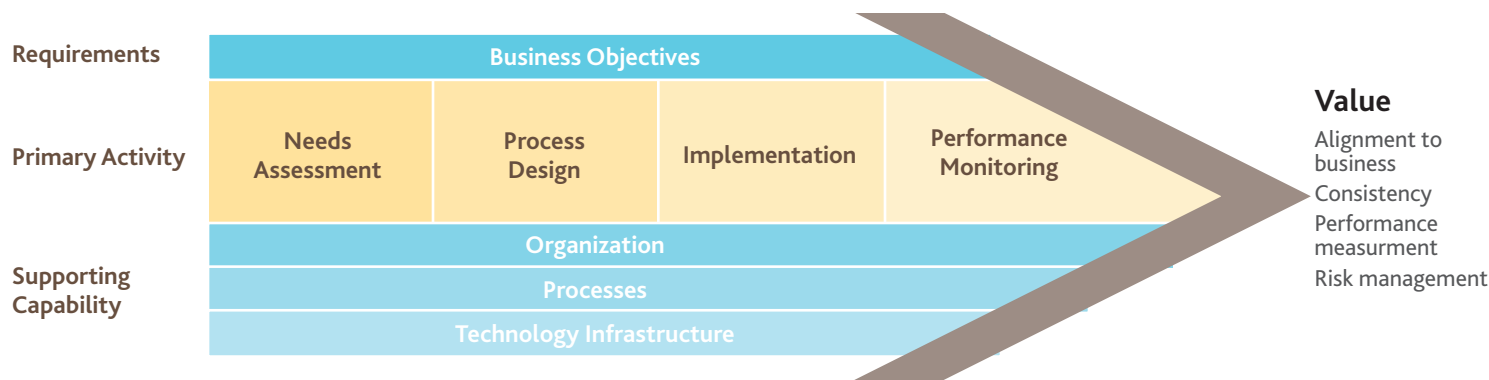skhoury@bdo.ca

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SERVICE SOLUTION METHODOLOGY

Requirements	Business Objectives				Value
Primary Activity	Needs Assessment	Process Design	Implementation	Performance Monitoring	Alignment to business Consistency Performance measurment Risk management
Supporting Capability	Organization				
	Processes				
	Technology Infrastructure				

- **Process Design**: Assist in designing various components of the infrastructure to align service needs to your organization's vision.

- **Implementation**: Provide guidance on the implementation of the service management program which considers the key components of ITIL (e.g. incident management, problem management, configuration management, release management and change management).

- **Performance Monitoring**: Assess the current service level agreements in place and design a mutually satisfactory framework to measure achievement.

Our approach ensures a quality implementation that will help your organization acheive strategic goals and objectives.

IT Governance

IT Governance is defined as a responsibility of the Board of Directors and of executive management. It is a component of enterprise governance and consists of the leadership, organizational structures and processes that ensure an organization's IT function sustains and fulfills business strategies and objectives.

The IT governance domains are defined below:

- Strategic alignment
- Performance measurement
- Risk management
- Resource management
- Value delivery

Some of the business drivers for IT governance include:

- Growth in regulation and compliance

- Enhanced returns on investment

- Increased maturity of IT best practices and standards

- Mitigation of operational risks related to IT applications and infrastructure

- Requirements for improved oversight and control over outsourcing/off-shoring

The Solution

- Our IT Governance professionals focus on the implementation of best practices in IT operations, organizational structures, metrics, justification methodologies and cost management. Using the COSO and CoBIT frameworks, we can assist organizations in benchmarking against and implementing world-class IT governance practices using the following methodology:

- **Needs assessment:** Analyze your IT Governance needs through discussions with key stakeholders.

- **Process Design**: Assist in the selection of relevant frameworks to align governance needs to organizational goals and objectives.

- **Implementation**: Provide guidance on the implementation of the governance program.

- **Performance Monitoring**: Assess the benefits achieved through the performance metrics implemented.

Our approach assists management in implementing an effective IT governance framework. The framework will ensure goals are met, risks are mitigated and IT solutions deliver expected value.

Supported by the BDO global network, our National team provides balanced and independent expertise to help organizations make informed and proactive decisions.