



What comprises the IT Governance Offering?

IT Transformation Services

EDS can successfully design and deliver your enterprise business technology transformation journey by developing a sound IT strategy, defining a roadmap, building and implementing a sustainable architecture, and establishing optimal IT governance

Services

- IT Strategy & Transformation Planning
- IT Governance
- Enterprise Architecture

Client benefits include:

- Faster realization of an agile IT enterprise environment via aligned IT & business strategy
- Faster time to market due to consensus on IT initiatives, goals aligning across the enterprise
- Higher ROI, reduced TCO, and improved business value through aligned IT investments to corporate objectives
- More clarity on status/value of IT project; along with more predictable & stable IT Spend
- Lowers risk resulting from optimized business processes, replicated data, future proofed applications, and simplified infrastructure

Qualifications

- 850+ consultants & architects globally in Strategic Technology, Business Process & Architecture capabilities
- Experienced in BATOG, Agile RightStep, & industry frameworks (TOGAF, COBIT, Zachmann, etc.)
- Platinum Sponsor of The Open Group's IT Architecture Framework (TOGAF); Over 100 Certified Architects
- Co-author of ITIL v3.0
- HP has successfully implemented the largest internal IT Transformation program, which reduced IT costs by 50%
- EDS has over 4 decades of experience, performing hundreds of successful client transformations

Clients

THE UNIVERSITY OF TEXAS
MD ANDERSON
CANCER CENTER



Bank of India

(A Government of India Undertaking)

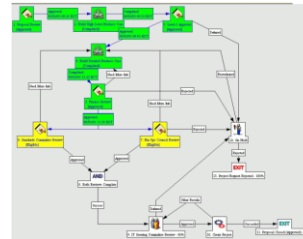


Service: IT Governance

Establishes optimal IT Governance by assessing suitability of existing governance, and defining the required future structure, processes and prioritization methods to ensure IT investments align to business goals and enable sound IT investment decisions.

Benefits

- Get accurate and complete information when required to make better business decisions
- Improved strategic investment decision making
- Provides the structure to align IT Processes, IT Resources and IT Information to enterprise strategies and objectives
- Automation of the governance process (optional)



Outputs

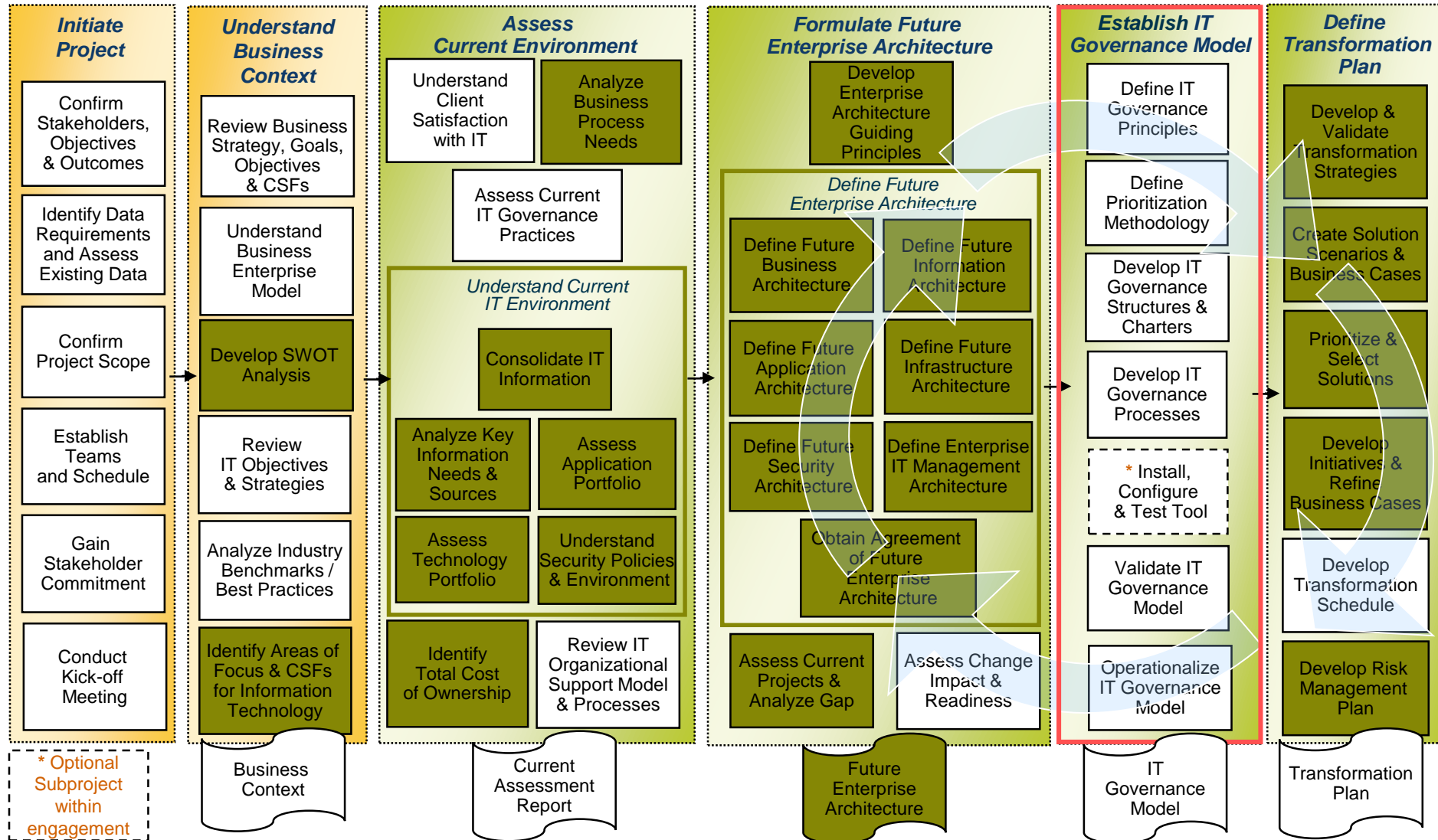
- Governance Maturity Assessment Report
- IT Governance Model
 - Structured Board
 - Method for prioritizing potential investments
 - Capability for evaluating alternative scenarios
 - Performance measures for monitoring
- Transformation Plan for Governance
- HP Project and Portfolio Management software (optional)

RightStep® IT Governance Approach

not included in
an IT Governance
Engagement

Discover

Assess & Align



IT Governance offering . . .

Integrates and institutionalizes Best Practices (ITIL & COBIT)
to ensure that IT will support business objectives

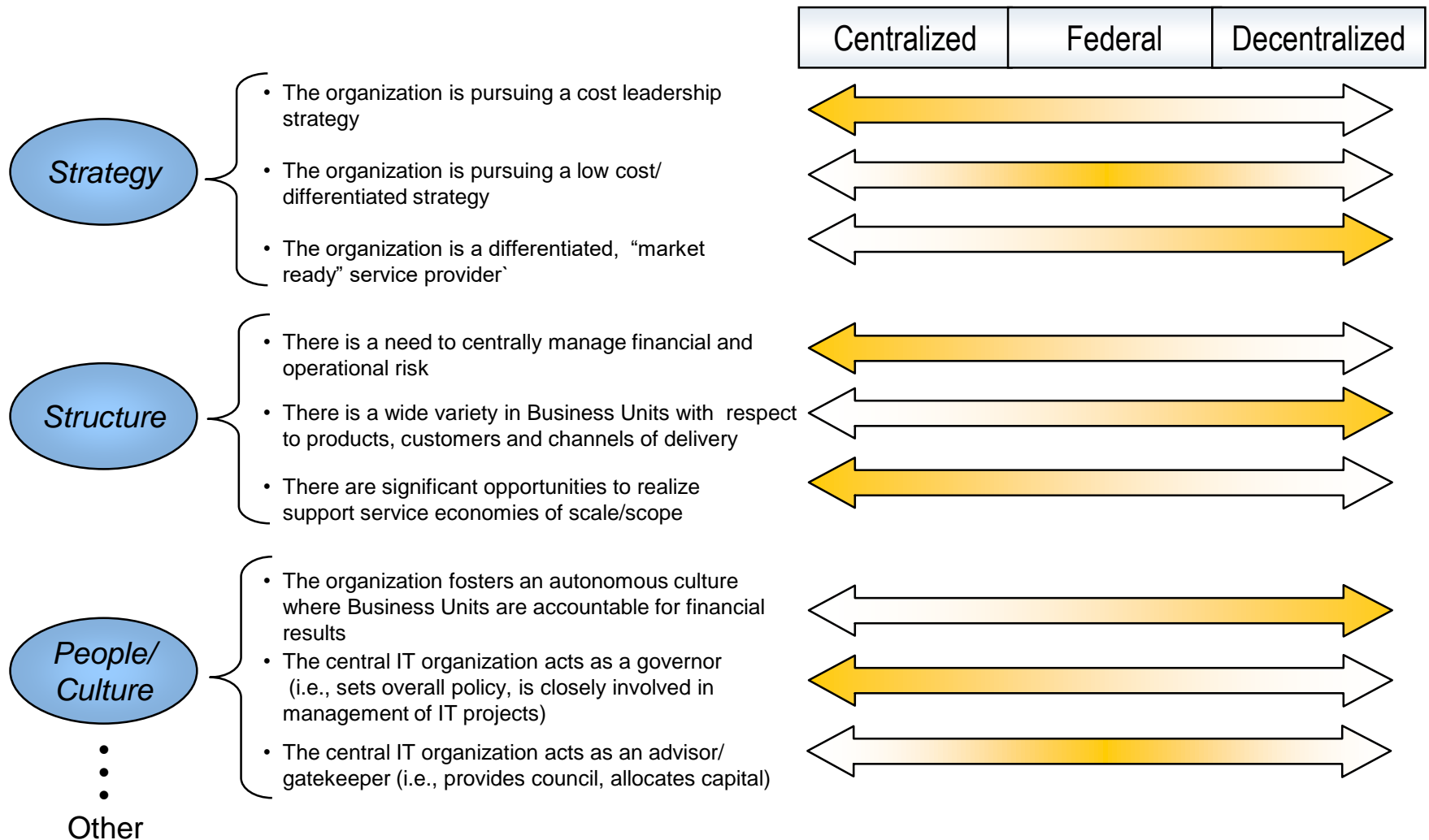
Establishes an IT Governance structure
to provide direction and control over IT investment decisions

Assesses and recommends roles and responsibilities
of various parties involved
in decision making and prioritizing IT initiatives

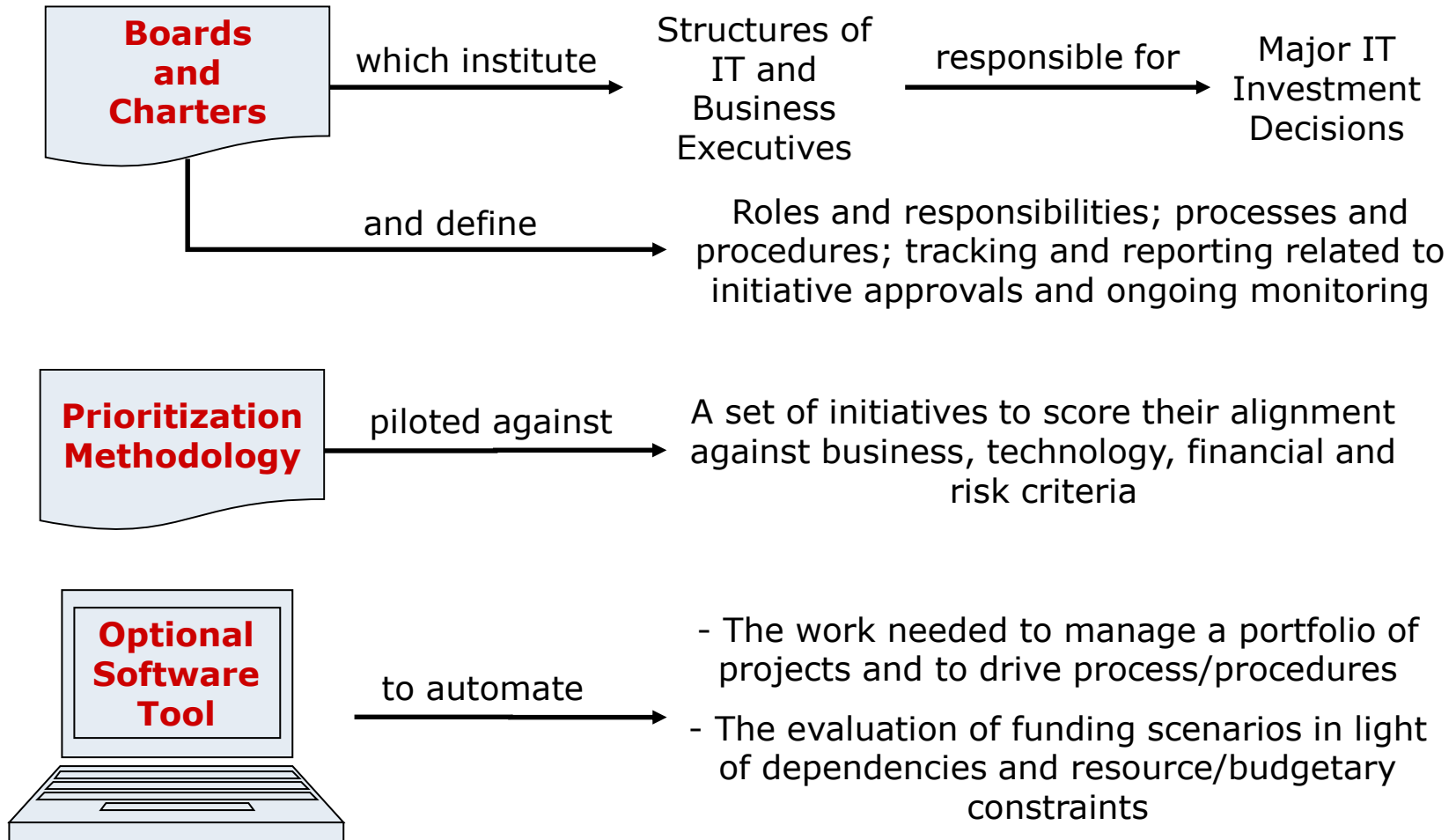
Develops a prioritization methodology for balancing value and risks
and aligning IT initiatives with business objectives

Assists with setup and configuration
of a tool to manage the IT Governance process (optional)

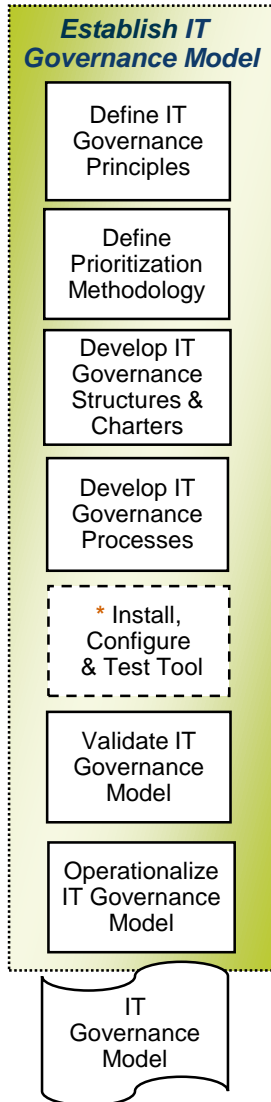
The offering includes the selection of Model



The offering has specific deliverables . . .



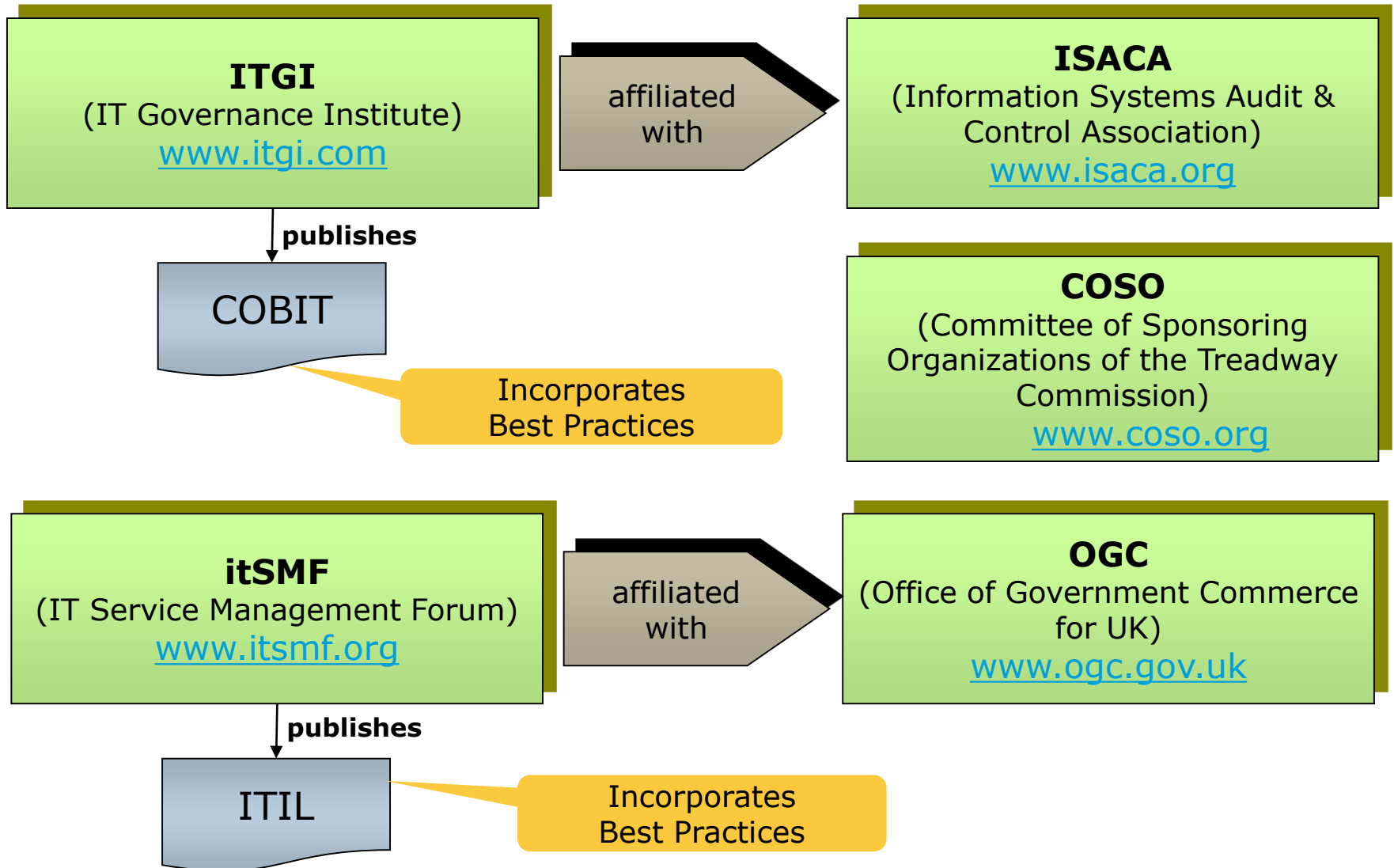
The offering follows a proscribed methodology . . .



- Scope needs with Stakeholders
- Assess Management of Change readiness
- Understand current governance practices
- Assess maturity of current practices
 - (COBIT maturity assessment evaluation)
- Agree on Guiding Principles
- Design and test prioritization methodology
 - (business value, cost-benefit, risks)
- Develop appropriate structures and related charters
- Design processes and procedures
- Install, configure, and test workflow automation tool
- Validate full model with Stakeholders
- Coach and mentor participants in various roles
- Plan roll-out of the model over coming months
- Return and evaluate progress in six months

Best Practices and Industry Standards

Industry Organizations and their Relationships

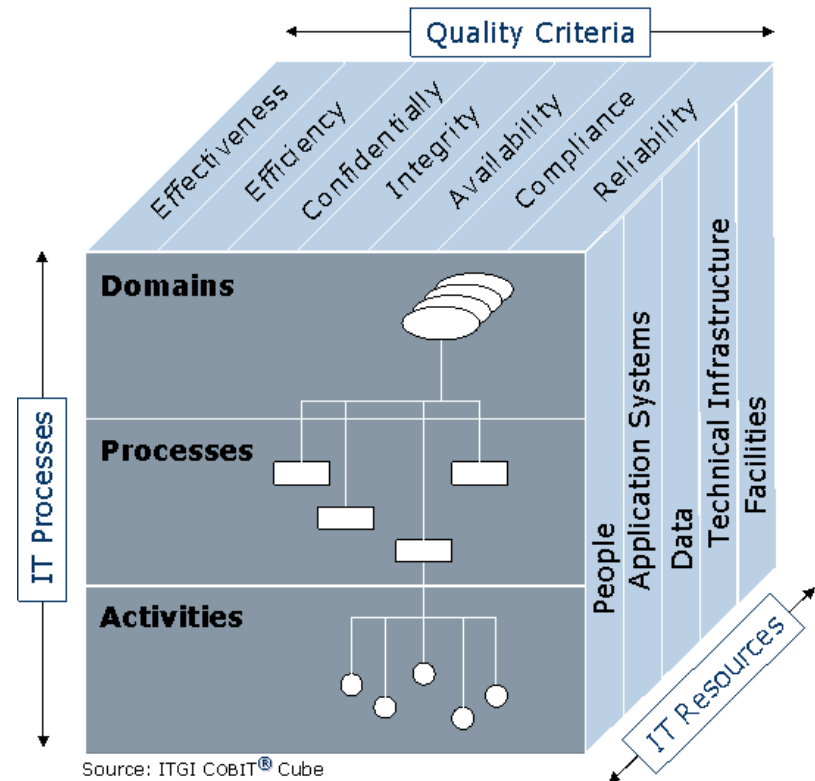


COBIT® – Main characteristics

COBIT® *1

- based on established frameworks and standards, including:
 - ITIL®
 - COSO
 - ISO 9000; and 27001
 - Software Engineering Institute's Capability Maturity Model
- does not include process steps / tasks
- is focused on enterprise level
- is focused on what an enterprise *needs to do*
- is targeted to the audience of
 - senior business management
 - senior IT management
 - auditors
- **is a control and management framework**

The COBIT® cube depicts three interrelated viewpoints.



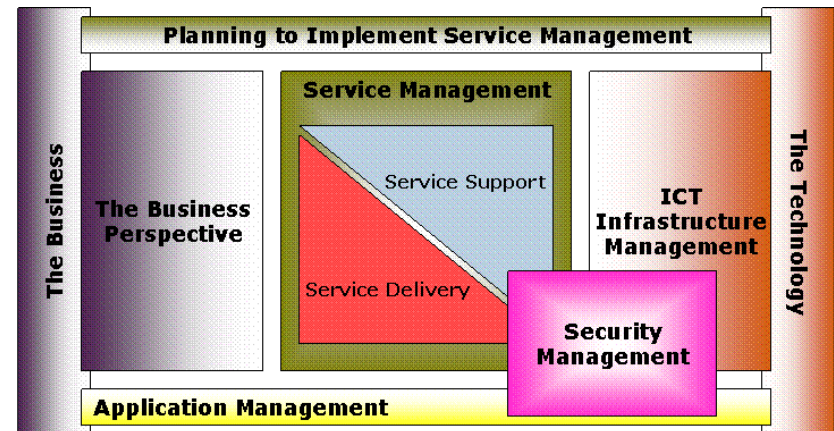
*1 Control Objectives for Information and related Technology

ITIL® – Main characteristics

ITIL*1

- philosophy adopts a process driven approach – scalable to fit large and small IT organizations
- delivers the following publications within a defined framework
 - IT Service Management
 - Application Management
 - IT Security Management
 - ICT*2 Infrastructure Management
 - Business Perspective
 - Planning to implement Service Management
- is focused on the method and defines a comprehensive set of processes
- is basis for ISO 27001
- **is a public domain, process oriented, best practice framework**

ITIL publication framework
-
disciplines essential to provide best practice IT-Services to improve business functions



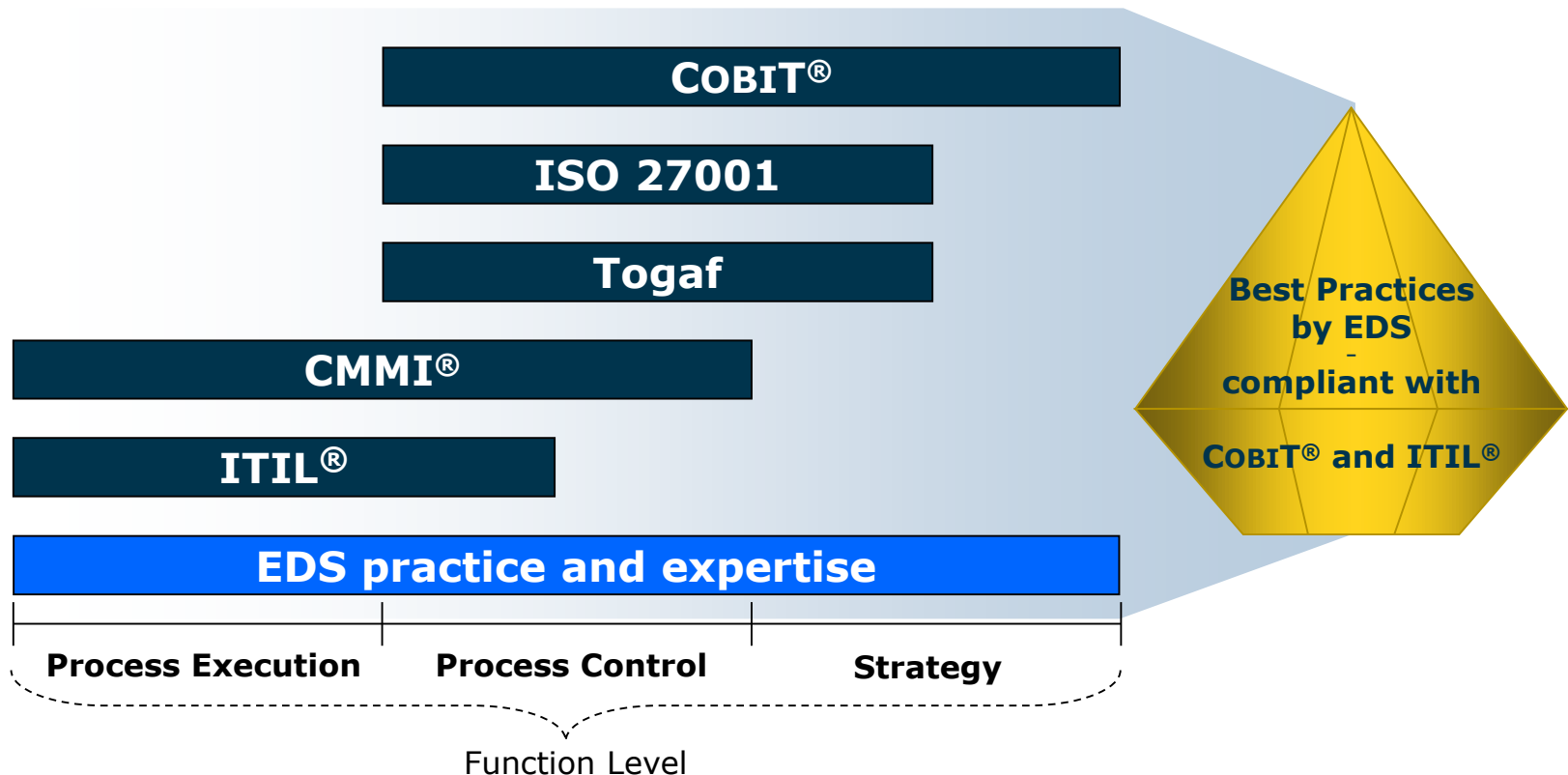
Source: The ITIL publication framework - OGC

*1 IT Infrastructure Library

*2 Information and Communications Technology

IT Governance – Industry Best Practices

Industry Standards provide Best Practices at different levels within the Enterprise.



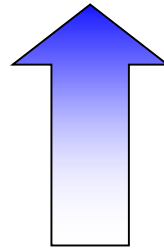
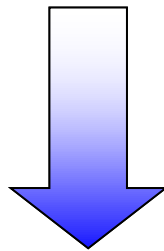
- COBIT addresses Strategy and Process Control by the Enterprise.
- ITIL addresses Process Execution and some Control Elements.

Complementary Relationship of COBIT and ITIL

Corporate Board
for
IT Governance



*COBIT provides
Best Practices for
Corporate Governance
to direct and control IT.*



*ITIL provides
Best Practices for
IT to respond to
Corporate Governance.*



IT
Organization



IT Governance Maturity Assessment

Overview of Assessment

Approach

- Assessment of current IT Governance practices is provided as an small engagement which provides insight to all Stakeholders and goals for improvement.
- Uses COBIT as the industry standard
 - COBIT is actually a "framework" not a "methodology" -- which basically means it has organization around IT Governance that gives corporations process areas to consider and a check list to see if they are governing these areas in an effective way (For example, the first process area is developing an IT Strategy that aligns to the Corporation's strategies, goals and objectives).
 - COBIT does not inform the corporation of how to govern in these areas, just the higher-level characteristics of what they should be controlling.
 - In the US, the adherence to COBIT is not a strong determinant yet; adherence to COBIT is much more significant in Europe and in Asia-Pacific.
 - See www.itgi.org for details
- Of the 34 processes that COBIT uses, 17 were selected as strategic in nature and more focused on the "Enterprise" level of IT Governance, as opposed to detailed Project Management, etc.
- A spreadsheet tool provides a way to score each of these 17 process areas.
- This tool can be used AFTER EDS has started an engagement or BEFORE an engagement as a way to engage the client and structure the work that is to be done.
- This tool would be deployed in a two-week mini-offering.
- An EDS team of two persons trained on this tool is required