

Case Study

ICT Governance Concept

Situation

Our client was confronted with a number of headquarter-based requests and also was facing an upcoming Audit. Having enjoyed low-cost opportunistic IT Services from an outside provider, the MD was facing a diligent assessment of his governance. As the IT service was satisfactory for the daily operation it by no means adhered to corporate standards and industry best practises.

Solution

Based on an agreed business relationship with R&P, our client decided to implement a new approach to ICT management and wanted to have a baseline from which to improve the services to best practices-state. R&P applied its proven methodology 'ICT Governance Concept' to come up with a holistic appraisal of the current situation and how the client wanted to operate their ICT. Where the client was not able to provide policies, R&P helped out with their experience and industry knowledge. After the concept was put into place a sequence of actions was adopted fortifying and improving the impact of their local ICT landscape.

Success

During the process of creating the specific ICT Governance Concept for our client a number of areas that needed attention were identified. Apart from a comprehensive view at security (hardware, software, usage, policies), other areas such as flexibility, maintainability, competency of use, etc. were addressed. Basic definitions such as hardware nomenclature, ip-range settings, cabling, data center build-up, etc. were fixed and implemented. The client received a list of tasks to be performed to come up to a state-of-the-art situation and a frequent review period was agreed. Once the audit kicked-in, it was quickly decided to make the concept and its resulting SOPs (Standard Operating Procedures) a part of their ISO documentation!

About our client

Our client is a local sales and servicing unit of an internationally operating group with more than 2.8B Euro revenue in 2008.