



IBM IT Governance Services

Highlights

- ***Demonstrates proof of IT business value to executive management***
- ***Identifies strengths and weaknesses in nine focus areas to assess IT governance maturity***
- ***Provides a roadmap for phased improvement of governance practices and policies, based on strategic business priorities***
- ***Enables IT organizations to become more agile, deliver more predictable results and better manage their governance processes***

IT governance is all about using technology resources to deliver business capability that aligns with strategic goals and objectives. Effective IT governance can significantly improve business performance by increasing productivity, ensuring quality and boosting profitability. When organizations improve fundamental governance processes, they enhance their ability to deliver on strategic IT initiatives focused on efficiency, control and value. Only then do most companies typically recognize the need to institute consistent policies and processes to achieve business imperatives—a realization that often leads to anxiety.

IBM IT Governance Services has deep governance expertise to help companies avoid—or cope with—such panic scenarios. Led by IBM services professionals working in close collaboration with sponsors from your organization,

IBM IT Governance Services identifies and documents existing processes, measurement and control systems, and IT chains of authority and decision making in nine key disciplines:

- *Software and systems development*
- *Sponsorship and organizational change*
- *Governance methods, processes and practices*
- *Portfolio management (IBM best practices)*
- *Risk management*
- *Project management office (PMO) and review boards*
- *Project management*
- *Control objectives*
- *Service management (IT Infrastructure Library® [ITIL®] best practices)*

Once the services team assembles its findings, your IT management team can evaluate them against best practices harvested over years of experience. The services team can then construct an incremental roadmap for improving alignment between the IT governance infrastructure and business goals.



Learn from experts how to bring about organizational transformation

IT Governance Services is structured into five modules, each of which involves a team of IBM senior consultants and sponsors from your organization.

- *Module 1: Pre-engagement discovery—Scope the assessment.*
- *Module 2: Plan the assessment—Establish a schedule for assessment activities.*
- *Module 3: Conduct the assessment—Conduct interviews and document reviews to obtain a comprehensive understanding of your organization's business objectives and priorities, and gather information about governance processes and practices.*
- *Module 4: Prepare findings and recommendations—Consolidate and analyze findings to formulate a phased roadmap for improvement.*
- *Module 5: Present roadmap—Explain recommendations and proposed improvement phases to the broader set of client stakeholders.*

Through these structured activities, you acquire the in-depth knowledge of IT governance best practices—including metrics, processes and policies—that you need to implement effective organizational transformation, based on your customized roadmap. Embodying a highly effective “change wave” strategy, the roadmap enables teams to improve their skills while working toward the delivery of greater business value. With each wave, organizational productivity improves measurably, based on defined entrance and exit criteria.

Help IT gain visibility and consistently deliver strategic business value

Transforming your IT organization in accordance with an IBM IT Governance Services roadmap can have far-reaching benefits. These include greater agility in responding to changing business demands, better performance and reliability, and better management practices overall. The greatest benefits for your IT organization, however, may be an increase in corporate visibility and recognized business value. By delivering more predictable results via proven best practices—and by providing proof of value via consistent metrics and measurement control systems—your organization can truly become the successful business cost center that most IT managers envision.

For more information

To learn more about how IBM IT Governance Services can help your organization, please contact your local IBM sales representative or IBM Business Partner, or visit the IBM Rational® Software Delivery Platform Web site:

ibm.com/software/info/developer/governance.jsp

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Software Group
Route 100
Somers, NY, 10589
U.S.A.

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