



Process and Governance Practice Information Sheet

Competencies and Focus

The Process and Governance Practice has extensive experience in designing, developing and implementing processes with:

- integrated governance and management objectives
- service level targets
- identified critical success factors, and metrics based on key performance indicators

Our focus and proven experience is in the following areas:

- Capital Planning and Investment Control (CPIC)
- Technology Business Management (TBM)
- IT Service Management disciplines (ITIL/ITSM)
- Governance (COBIT)
- Risk Management (IT Governance and Project Management)

Approach

Our guiding principle is to ensure that processes being designed and developed can be traced back to a validated business requirement.

We start with just enough process and just enough governance to rapidly implement and operationalize a process.

We ensure that processes are policy-driven and tool independent.

All processes have defined responsibility assignment matrices (typically in Responsible, Accountable, Support, Consulted, Informed format.)

Our processes are laid out in a system map that shows supplier-customer/consumer

relationships, workflows, dependencies between and among other processes.

Value

Our approach directly results in value because it:

- eliminates wasted time on non-value adding steps
- builds client workforce confidence by demonstrating what can be done and guiding the responsible stakeholders through it
- results in repeatable results

As importantly, the true value is in the details. We approach processes holistically. As such we not only lay out the process and implementation plan; we also design and deliver training tailored to client capabilities and process maturity. We do not consider the job done until the client is running steady state.

A final value point is we carefully plan and execute knowledge transfer to the client organization and their key stakeholders. We hold back nothing. Information is empowering and it's valuable.

Contact

For more information, references and specific answers to your questions please contact us at:

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