

# OUR SERVICE CATALOGUE



**A focus on improving IT Governance & Management Services with emphasis on People & Processes**



Faced with increasing demand for digital services, a need to work on strategic initiatives, meet with the head of Business Units & their customers & participate in Industry Boards, CIOs need to ensure that the day to day functioning of their IT Services are in good hands. Most importantly, they need to market IT's value to the Business.

However, as a CIO

Are you guilty of running IT as a Utility Service that barely manages to keep the systems up & running? Is your IT overburdened with demands from the Business, most often firefighting rather than being pro-active. Is IT perceived as a blackbox that lack frameworks, processes & procedures among others.....

Do you wish to be

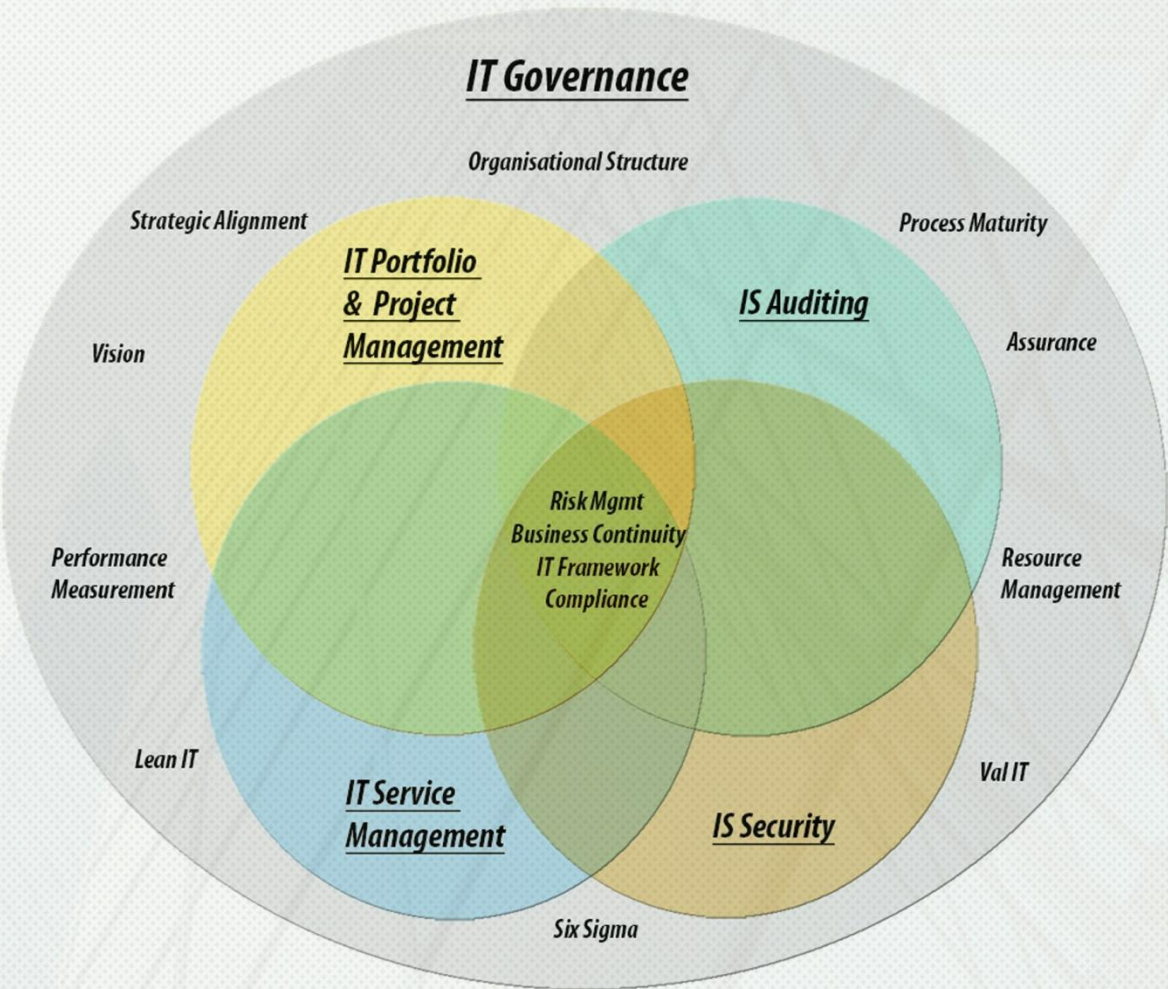
A Business driver that adds value to the Organisation, be aligned with the Business through your projects & operational goals, adopt transparency, be perceived as systematic through the implementation of policies, procedures & standards, known to be communicative, risk free, compliant, resilient & much more.....

Unlike other IT Partners, we do not wish to sell you new technology that adds to your burden of running IT & give you hope that it is the right solution to your problems. Instead, we wish to ease your burden, smoothen your IT operations & most importantly, make "IT look good".

We believe an expensive technology or solution is only as good as the services that come with it. We help define & drive those services.

Leaving the roll out of technical solutions to others, we focus on helping our customers deliver IT services to their Businesses through best practices in Portfolio & Operations Management.

Below is a typical illustration of how we perceive IT Governance & Management from a best practice standpoint:





## 1. Why develop an IT Governance Framework?

- 1) Lack of IT Governance Policies, absence of strategic alignment with the Business, need for maturity in Processes, diminishing returns on IT investments, low productivity among others.
- 2) IT efforts are directed mostly towards fixing technical issues & fire fighting rather than fixing Business problems & lacks innovation that can provide a competitive advantage.
- 3) Inability to gauge IT's performance, control its costs, run it efficiently & keep it resilient.
- 4) Day to Day IT Management Policies are largely inadequate, lack objectivity, remains an administrative burden & is an ignored dogma.

Our solution :

- ☐ Implement CoBIT 5, its 5 Governance & 36 Management Processes.
- ☐ Transform IT from a Utility Service Provider to a Business Driver.
- ☐ Deliver a Metrics Program with 200 KPIs to help drive IT's performance & effectiveness.
- ☐ Deliver an essential list of 50 Day to Day IT Management Policies & Procedures.

## 2. Why Business & IT Relationship Management Services?

- 1) IT is perceived as a black box & there remains an urgent need for transparency.
- 2) IT & the Business speak two different languages & do not communicate effectively.
- 3) Business Units do not have a regular point of contact to put forth their needs.
- 4) Lack of updates from IT on the progress of Business related IT initiatives.

Our solution :

- ☐ Analyze IT's current state, its strengths & weaknesses & look to improve upon it
- ☐ Build a strong relationship with the Business through clear & consistent communication.
- ☐ Understand the Businesses painpoints, prioritize their needs & effectively deliver them.
- ☐ Bridge the gap between IT & the Business by building a Technology Roadmap.

## 3. Why interim IT Management Services?

- 1) IT is purely a Utility Service & not a Business Driver. Its largely reactive & not pro-active.
- 2) IT has too many Project & Operational issues & requires a better system in place.
- 3) Lack of consistency & reliability in IT's performance & services makes it a liability.
- 4) Ever increasing costs in IT operations, added complexity & too many Service Providers.

Our solution :

- ☐ Implement CoBIT best practices in IT Governance, create value & drive performance.
- ☐ Implement PMI & ITIL best practices in IT Project & Service Management to iron out issues.
- ☐ Implement Lean IT & Six Sigma practices, the PDCA cycle, perform regular audits & put controls in place that cover Risk, Compliance, & Business Continuity among others.
- ☐ Optimize resource utilization, cut costs & effectively manage vendors & their contracts.

## 4. Why hire a specialist during a Mergers & Acquisitions?

- 1) Failure to understand IT's role & its impact during a Merger & Acquisition exercise.
- 2) Absence of a strategic plan & no dedicated resources does not auger well with the Business.
- 3) IT's part of the merger takes too long, costs too much & fails to keep up with the Business.
- 4) IT lacks understanding on the overall time-to-market delivery of new products & services.

Our solution :

- ☐ Highlight IT's role during each phase (pre-deal, deal & post-deal) & the value it can bring.
- ☐ Understand the complexity of the exercise, review the pros & cons of integrating and/or consolidating the various Business Platforms, formulate a strategy & allocate resources.
- ☐ Adopt new technologies, select & prioritize projects, eliminate waste & hasten the M & A.
- ☐ Re-organize & re-align IT to provide timely support for new Business initiatives.
- ☐ Help lower IT infrastructure costs thru the consolidation and/or integration of hardware & applications, achieve reduction in headcount, negotiate discounts in procurement & more.



# Service Management

## 5. Why IT Service Delivery Management?

- 1) End users are dissatisfied with the QoS provided by an otherwise competent IT team.
- 2) High rate of incidents, adhoc changes being made, system availability & performance issues, high mean time to repair, poor first time fix rates among others.
- 3) Poor QoS from Managed Service Providers & complex systems in place resulting in inefficient deployments & issues with incident, change & problem management.
- 4) Lack of appropriate SLAs & OLAs in place to serve the Business better. One that ensures improved reliability & availability of services, reduction in costs & risks, exhibits continuous improvement among several other service drivers.

**Our solution :**

- ☐ Establish a Service Desk & drive it through Service & Performance Metrics.
- ☐ Implement the 26 processes & 4 functional areas of ITIL for better IT Service Management.
- ☐ Deliver best practices in a multi Managed Service Provider environment through the Service Integration & Management (SIAM) framework & drive performance through tougher Metrics.
- ☐ Perform a thorough analysis of IT services, define SLAs, OLAs & work on Process Improvement through Lean IT & Six Sigma & put in place 35 Critical Success Factors & 100 KPIs as metrics.

# Project Management

## 6. Why establish a Project Management Office?

- 1) No clarity in IT's portfolio of projects, a lack of alignment of it with the Business needs, absence of project selection processes & no prioritization resulting in poor benefits.
- 2) IT projects fail to deliver as promised & there is no "Hold/Kill/Fix/Go" decision in place.
- 3) Project exceed stipulated budgets & allocated time frames, resources are over-utilized scope creep is witnessed, objectivity is lost & Quality of Service (QoS) is compromised.
- 4) Project Management processes are adhoc & inconsistent resulting in varied outcomes.

**Our solution :**

- ☐ Establish a PMO by implementing the Project Management Framework. For existing PMOs, assess their maturity to ensure industry wide best practices are in place.
- ☐ Put in place over 100 checkpoints that prevent Project failure & improves its success rate.
- ☐ Roll out 35 Key Performance Metrics that will ensure successful project delivery.
- ☐ Deliver 35 Essential Project Management templates to ensure consistency in processes.

## 7. Why Portfolio, Program & Project Management?

- 1) High rate of failure in projects at various stages of the Project Management cycle.
- 2) Inability to understand Business needs & convert it into technological solutions.
- 3) Need for an IT Professional who can handle a Portfolio of Projects simultaneously.
- 4) Need for a technically competent personal whose expertise lie in Infrastructure Projects.

**Our solution :**

- ☐ Manage a large portfolio of projects & deliver them on-time, within budget & with quality.
- ☐ Ability to find cost effective solutions for Business requirements & deliver them as desired.
- ☐ Specialist in Data Center & Cloud Builds/Migrations, Agile, Dev Ops & Outsourcing Projects.
- ☐ Specialist in Server, Network & Voice Infrastructure, Service Transition & Web App Projects.



## IS Audit & Compliance

### 8. Why a Comprehensive IS Audit, Risk & Compliance?

- 1) Absence of documented evidence of an effective system of internal controls in place.
- 2) No risk assessment & mitigation strategy in place for IT, leaving the Business concerned.
- 3) No clarity on the controls in our environment & that of our IT Partners & Service Providers.
- 4) No surety of IT's compliance with the applicable rules & regulations of the industry & if IT incidents could lead to public embarrassment remains an unanswered question.

Our solution :

- ☐ Deliver a comprehensive list of over 800 controls to improve IT & document its progress.
- ☐ Engage in a thorough Risk Identification, Assessment & Treatment exercise.
- ☐ Provide internal, 2nd party & external Audit services in various environment.
- ☐ Perform PCI DSS, HIPAA & other Compliance Audits.

## IS Security & Assurance

### 9. Why design an Information Security Landscape?

- 1) Security is an afterthought & is not integrated into our daily operations resulting in insufficient measures to combat threats & leading to major compromises.
- 2) No definition of IT's security posture with insufficient policies & procedures in place.
- 3) No clear insight on the status of our IT security from vulnerabilities to insider attacks to an assessment of our perimeter defence.
- 4) People are the weakest link in our security chain with them being victims of social & phishing based attacks.

Our solution :

- ☐ Design an IS Architecture based on a Defense-in-Depth Strategy & supplement it with an IS Framework based on ISO27001/2 Standards & Guidelines.
- ☐ Put in place a comprehensive list of 400 security controls. In addition, bolster day to day operations with 50 essential Security Policies & Procedures.
- ☐ Perform a thorough Vulnerability Assessment & Penetration Test.
- ☐ Conduct IS Security Awareness & Training for all the employees in the organization.

## Business Continuity

### 10. Why Business Continuity & Disaster Recovery Planning?

- 1) Absence of an IT initiative to ensure Business Continuity that protects stakeholder value & builds customer confidence.
- 2) Need for a thorough risk & feasibility assessment that will minimize impact & duration of outages while evaluating cost effective recovery needs.
- 3) Lack of High Availability, Redundancy & Failover solutions that lead to a disruption of IT services effectively resulting in loss of productivity & revenue.
- 4) Inability to recover critical systems & stay compliant with regulatory requirements.

Our solution :

- ☐ Develop a Business Continuity Framework based on the ISO22301 Standards & Guidelines.
- ☐ Perform a Risk Evaluation, a Business Impact Analysis & put in place metrics for recovery.
- ☐ Deliver quick System Recovery Solutions that minimize downtime. Additionally, create Policies & Procedures for situations that require Emergency Response & Crisis Management.
- ☐ Perform regular BC & DR exercise drills to ensure it works & meets Business requirements.



## ISO Services

### 11. Why implement ISO Services to improve QoS in IT?



- 1) Unsure if our ITIL based Service Management processes conform to an international standard of best practices that ensures our IT team, suppliers & partners become more integrated & service focused providing a superior Quality of Service.
- 2) Absence of a management system of international standard that protects against, effectively reduces the likelihood of & ensures a timely & safe recovery from service disruptions.
- 3) Need to benchmark & ensure that our Information Security Management System is in line with international standards with a comprehensive list of control objectives & controls that assure Confidentiality, Integrity & Availability of our information assets.
- 4) Inability to manage & control risks within the organization & a growing need for an Enterprise Risk Management program of international standards that can identify threats & opportunities, effectively treat them & provide overall resilience.

**Our solution :**

- ☐ ISO 20000 for Service Management to maximize QoS & build efficiency in processes.
- ☐ ISO 22301 for Business Continuity to build resilience from disruption and/or disasters.
- ☐ ISO 27001/2 for Security Management to effectively apply IS policies & procedures.
- ☐ ISO 31000 for Risk Management to ensure effective risk identification & treatment.

## Corporate Training

### 12. Why Leadership & Management Training for IT Execs?



- 1) A failure to deal with the Business side effectively due to lack of people skills.
- 2) An inability to lead, manage & motivate the IT team resulting in performance issues.
- 3) Increase in complaints from sub-ordinates & colleagues on one's Management style.
- 4) Inability to deal with problem employees, absence of customer facing skills & more...

**Our solution :**

- ☐ Help understand the transition from an Engineer to a Manager & then Leader in IT.
- ☐ Inculcate traits of Successful Managers & Leaders.
- ☐ Shed the habits of Bad Bosses & Unsuccessful Leaders.
- ☐ Work with emotional intelligence, soften irate customers & much more....

### 13. Why Customer Service Orientation for IT teams?



- 1) IT Executives are tech savvy & are less aware of the service aspect of IT.
- 2) The IT team does not consider in seriousness, the employees from the Business side as Customers & lack the "fear of losing a customer" sentiment leading to poor QoS.
- 3) Poor etiquettes & lack of active listening skills results in a poor customer experience.
- 4) Employees show reluctance to call the Service Desk & resort to help from colleagues.

**Our solution :**

- ☐ Help understand IT as a Service & imbibe in them the basic tenets of Customer Service.
- ☐ Create a Business aware, customer oriented & service driven IT team.
- ☐ Understand the basic soft skills required to provide a better customer experience.
- ☐ Value your Customers, welcome their feedback & address their pain points.

**Additional Services : Web Development, SEO, Social Media & Web Analytics.**



***"Implementation of IT Governance helps  
improve its performance by 65% on an average"***

**- The CIO Magazine**

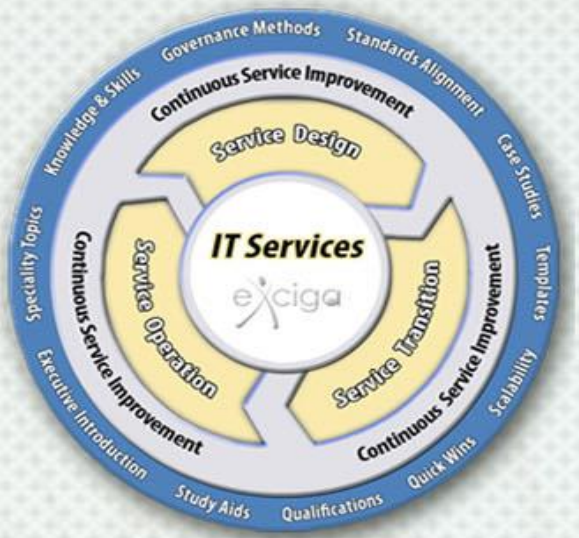


***"Half of IT Projects with budgets of over \$15 million  
dollars run 45% over budget, are 7% behind schedule  
deliver 56% less functionality than predicted"***

**- a McKinsey & Oxford study**

***"ITIL Framework has helped Avaya cut their budget  
by 30% and comply with Sarbane-Oxley legislation"***

**- Techworld**



***"In accordance with a recent report,  
67% of companies fail Regulatory Compliances"***

**- The Information Week**



*"Survey of Organisations indicate that an increase in external threats has risen again to 77%"*

- Ernst & Young



*"43% of companies that experiencing disasters never re-open and 29% close within two years"*

- Mc Gladrey & Pullen

**Deliver Excellence in IT SERVICES through us**

**Reach us TODAY at [services@exciga.com](mailto:services@exciga.com)**