

# IT Function Transformation



The potential for IT to transform your organisation is enormous. To make IT truly support your business, your organisation needs a core capability which will make it more agile, flexible and responsive to change. The way forward requires interconnected capabilities in IT strategy, information management and systems architecture. In order to digitise business processes, facilitate effective information management and manage IT as a business, you have to make sure your business and your IT speak the same language.

Further to the above, research reveals that a significant amount of resources are wasted in the implementation of IT projects and the maintenance of IT systems. Since IT is a significant cost in an organisation, managing the cost is crucial in this economic downturn.

At PwC we work across processes, people and technology to create an agile IT Function, a robust alignment with your business and a sound financial management.

## *If you wish to:*

- Have the right IT organisation in place to support current and future business requirements.
- Recognise the need to better align IT to the business.
- Yield appropriate results for the business from IT projects.
- Improve efficiency of IT services delivery.
- Enhance business agility with your IT architecture and technology.
- Reduce IT operational costs and improve performance.
- Have a clear view on your IT investments, IT cost and its delivered business value (return on investment).
- Properly identify and control technology risks within your organisation.
- Determine the impact of IT risks on your organisation.
- Use cloud computing or Software as a Service (SaaS) solutions to host your business applications and would like to assess privacy or data loss risks.

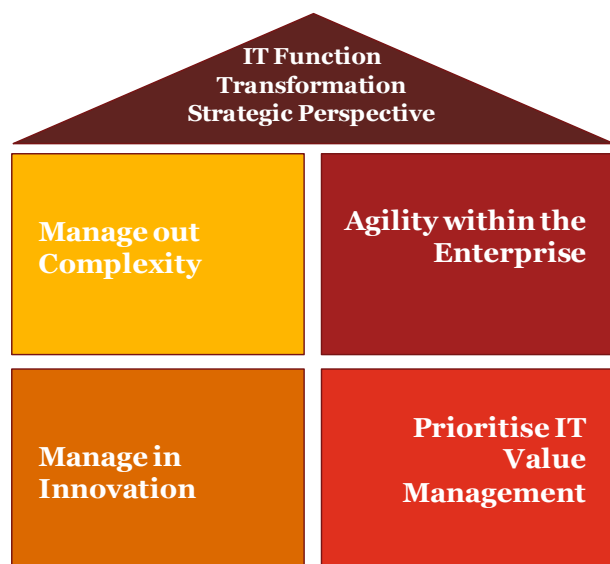
## How we can help

We can help clients to transform and improve the performance of their IT function and create value from technology by improving IT processes, increasing efficiency, reducing costs and better addressing the IT requirements of the organisations. Organisations become more efficient and build a lasting competitive advantage.

As part of our work, we can provide you with, among others:

- Review the effectiveness of IT strategy and assessment of IT investments and projects.
- Define and prioritise business objectives related to IT.
- Define a cost effective IT operating model and sourcing strategy.
- Define and prioritise technical capabilities.
- Define future state solution architecture (focus on application, network and data).
- Develop an IT roadmap to meet and support the organisation as it faces the challenges ahead.
- Reduce your IT costs and create value from technology.
- Analyse and improve IT service management processes.
- Assist in the design and implementation of an IT strategy, policy, procedures and standards.
- Establish the appropriate level of control objectives.

## Underpinning principles for building a better IT function

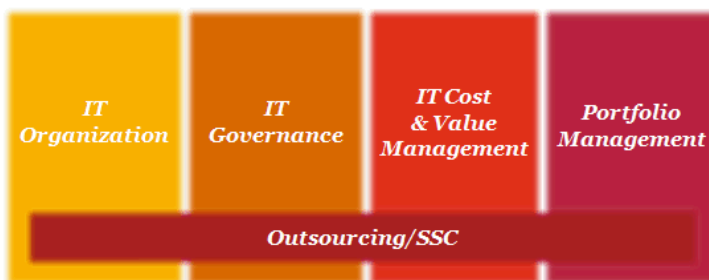


## Your benefits

- Business requirements are supported by technology and therefore IT is transformed into a critical enabler gaining value to the business.
- Clear and transparent vision of IT development and maintenance, compliant with the guidelines, objectives and needs of the business, the performance of which is continuously measured and improved thanks to a system of key performance indicators.
- Focus of the IT on your organisation's business by providing a real business case for every action undertaken by the IT.
- Improved IT resources management thanks to the implementation of relevant project and service management tools and procedures.
- Analyse and improve service management processes, business applications and infrastructure, and assess outsourcing options.
- Information security and technology risks are identified and managed.



## Transformation of the IT function



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