

Manage, control and monitor IT within the business



The pervasiveness of IT within most commercial and public organisations has placed increasing pressure on managing IT as a business in order to reduce IT risks and enhance business value. The IT organisation is embedded in the overall business environment and requires regulatory compliance, cost control, availability, risk management, business alignment of IT, timely project delivery, change and innovation in order to deliver stakeholder value.

The Latin word “gubernare” from which governance is derived means to direct or to steer and this is what IT governance is all about – putting in place a framework and capacity for making and implementing decisions required to manage, control and monitor IT within the business.

IT governance is a critical enabler to drive innovation, value and performance in IT.

The objectives for IT governance are to ensure that:

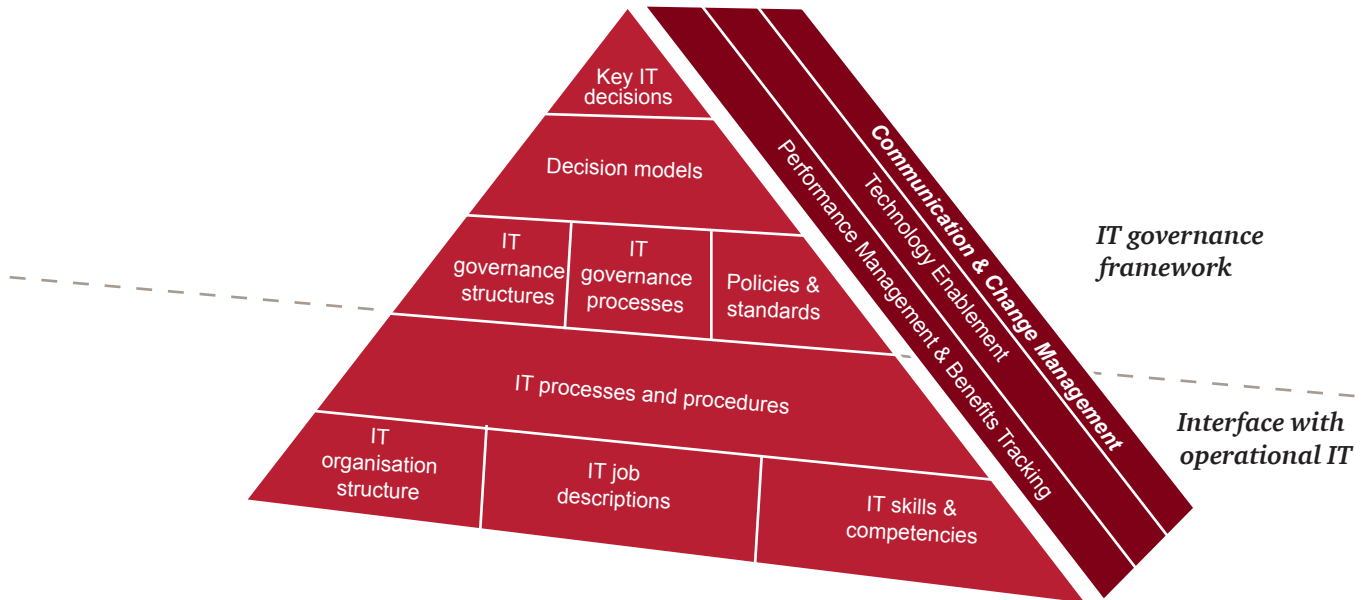
- The activities and functions of the IT organisation(s) are aligned to, enabling and supporting the objectives and priorities of the organisation.
- IT delivers envisioned benefits against the strategy, costs are optimised, relevant best practices incorporated and that the value created for the organisation by its IT investments is maximised.
- The optimal investment is made in IT and critical IT resources are responsibly, effectively and efficiently managed and used.
- Compliance requirements are understood, there is an awareness of risk and the organisation’s appetite for it and these residual risks are managed.
- Performance is optimally tracked and measured and envisioned benefits are realised, including the implementation of strategic initiatives, resource utilisation and the delivery of IT services.
- Synergies between IT initiatives are enabled and, where applicable, IT choices are in the best interest of the organisation as a whole vs. those of individual business units.
- There is a shared understanding, amongst all stakeholders, of how IT can add value to the organisation.

Benefits

- The activities and functions of the IT organisation(s) can be better aligned to business needs and support the business objectives and priorities of the organisation.
- Synergies between IT initiatives can be identified and enabled to ensure choices made are in the best interest of the organisation as a whole versus individual business units.
- It can be ensured that IT delivers envisioned benefits against strategy, that costs are optimised, relevant best practices incorporated and that the value created for the organisation by its IT investments is maximised.
- Critical IT resources can be more responsibly, effectively and efficiently managed and used.
- The awareness of risk can be increased and these risks and other external requirements can be better managed.
- Performance can be more optimally tracked and measured to ensure envisioned benefits are realised.

Proven methodologies...

For IT governance initiatives to be successful, there needs to be a comprehensive IT governance framework in place for making decisions required to manage, control and monitor IT within the business. PwC has developed such a framework that defines the decisions, the involvement by various stakeholders, and the structures, processes, responsibilities and other mechanisms required to make decisions. It also defines linkages with the operational IT environment.



Delivering the value of IT Governance

IT governance assessment and design

We assist clients in assessing the current IT governance environment within their organisations and defining the To - Be mechanisms, including IT decision models, IT governance structures such as steering committees, and IT governance processes such as those around IT risk management.

IT process maturity assessments

Using a PwC-built tool which is based on COBIT, we assist organisations in determining the maturity of their current IT processes and analysing gaps with the desired target state.

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