

ICT Process Screening & Improvement

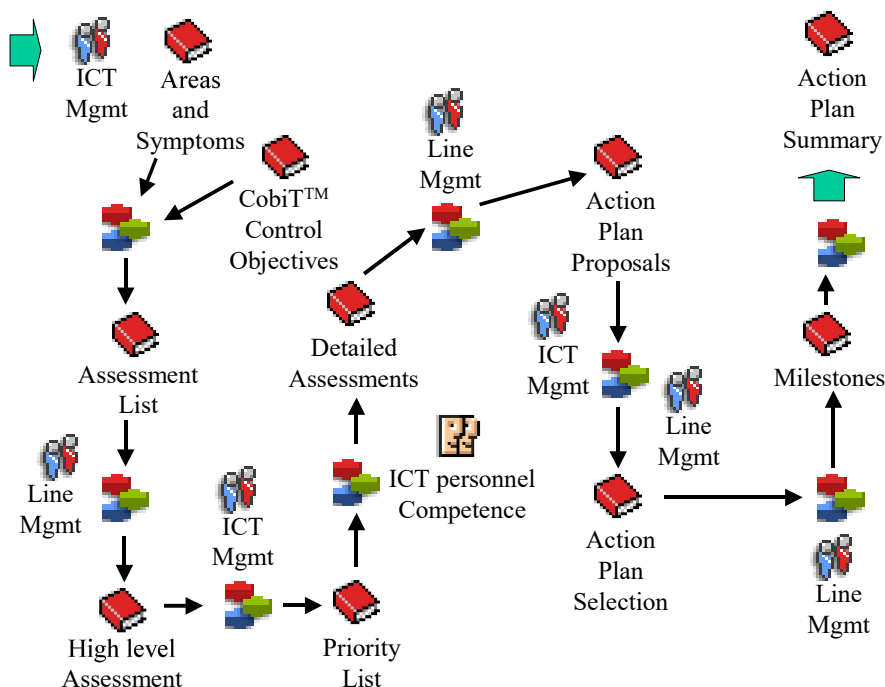
Objectives

- Analyse presumed problem area processes and practices and identify actions required to resolve unveiled anomalies.
- Provide a simple follow through mechanism for Management to monitor Improvement Action Plan implementation progress.

Approach

The methodology used is based on CobiT™ Audit Guidelines, Control Objectives. CobiT™ is a Trademark of the Information Systems Audit and Control Foundation. Methodware's CobiT 3rd Edition (Audit) software is used to manage this service.

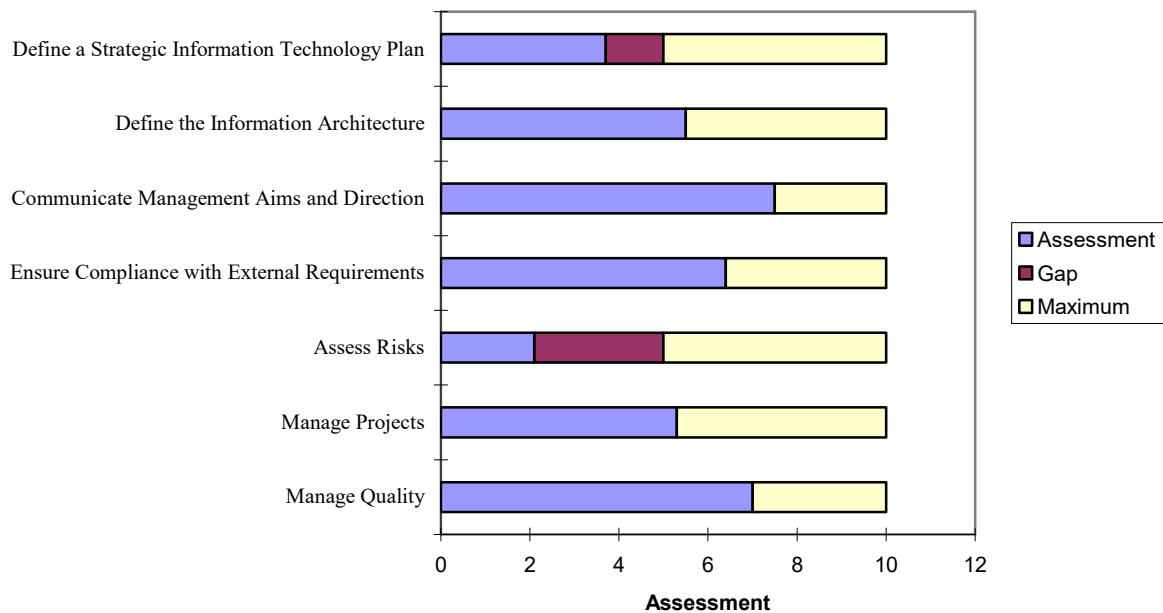
- Areas to be assessed are scoped with ICT Management and high-level symptoms are documented.
- The symptom inventory gets mapped against all possibly involved Control Objectives, considering processes, information criteria and ICT resources.
- Interviews are next conducted with Line Management to gather high-level assessment information for all identified Sub domains, producing synthesis information on findings, issues and recommendations.
- The high-level assessment results are presented to ICT Management, who decides on priorities for further investigation and implementation of recommendations if appropriate at this stage.
- Further analysis gets executed at Control Objective level through interviews with ICT personnel involved. This generates information on basic issues, importance, risk ratings and more recommendations.
- The detailed assessment information is discussed with Line Management in order to produce appropriate Action Plans, together with some sizing for impact and cost.
- Action Plans are prioritized and selected for application with ICT Management and Line Management.
- Action Plans are extended with milestones to facilitate monitoring of implementation progress.



Deliverables

- List of high level findings, issues and recommendations.
- Detailed assessments with information on basic issues, importance, risk ratings and recommendations.
- List of Action Plans with cost and risk quantification.
- Action Plan Matrix, mapping milestones in time.
- Coaching to implement and follow-up on Action Plans by QPMC as agreed.

ex. Scoring - Planning and Organisation



Action Plans

Action Plan milestones & due dates

