



Managing Risk within an IT Organization



Background

- » Dependency & expectations of business on IT continues to grow
- » IT strategy fast becoming an integral part of business strategy
- » IT related costs continue to grow as a % of overall operational costs
- » IT systems accept, record, accumulate, summarize, and report business information

Successful organizations understand and manage the risks associated with their IT assets

IT Risks – Focus Areas

Technology



Data



People



Facilities



Application Systems



Typical Challenges

» How do we evaluate the threats posed by introduction of a new technology to current IT resources?

» How do we ensure that unauthorized individuals to not have CUD access to business data?

» How do we control the access to Shared IDs?

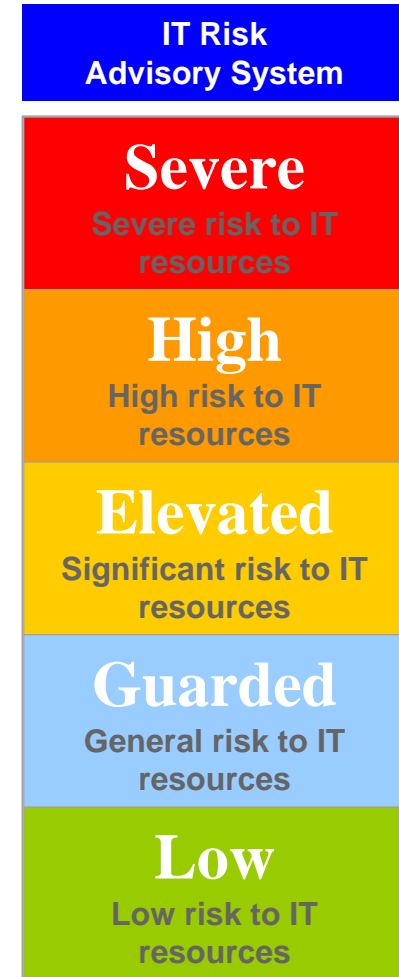
» How do we ensure that change requests that are cancelled or put on-hold are not implemented in production?

» How do we ensure that adequate level of testing is being performed on change requests prior to deployment to production?

» How effective are the business continuity and disaster recovery plans?

» Is the application system smart enough to prevent or detect/correct undesired activities?

» How do we ensure that internal customers are approving all change requests?



Frameworks & Methodologies

» COBIT

- IT Governance Framework
- Maturity Models, CSF, KGI, KPI

» ITIL

- IT Service Management best practices
- Breaks IT organization into Service Delivery and Service Support

» CMMi

- Process Improvement approach
- Best practices that address productivity, performance, costs, and stakeholder satisfaction

» Six Sigma

- Disciplined, data-driven approach for eliminating defects
- Define, Measure, Analyze, Improve, Control

Close

Thank You

Uday Kumar – uday.kumar@zolon.com

