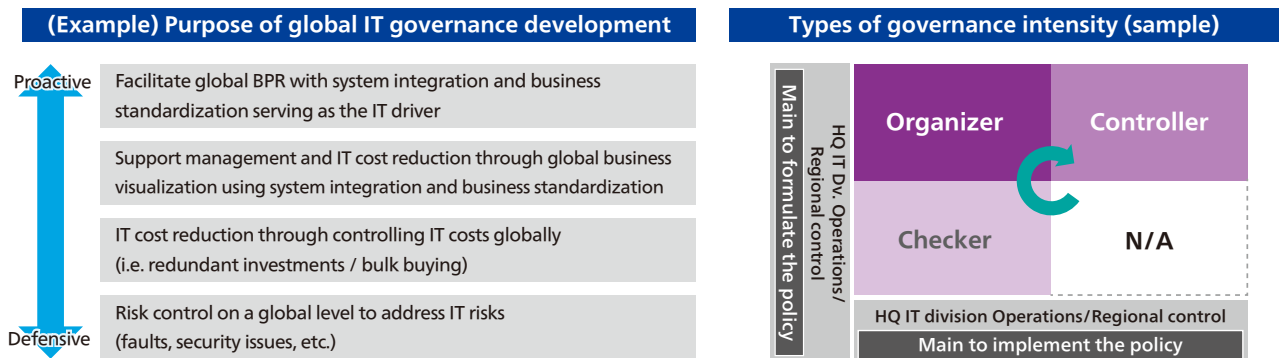# Global IT Governance Development Consulting Service

Supporting the development of IT governance on a global level for the implementation of IT strategy

As we become increasingly dependent on information technology (IT) in our business, appropriate development and management of IT governance takes on greater importance. Failing to see this could result in inconsistent operations conducted at each business location, leading to incoherent, haphazard IT strategy formulation. Even worse, any of these fragmented locations may face survival-threatening risks that could cause a failure of services and large-scale breakdown, or even leakage of confidential information. ABeam Consulting utilizes its wealth of knowledge accumulated on a global level to assist its clients in developing IT governance for the implementation of their IT strategy.
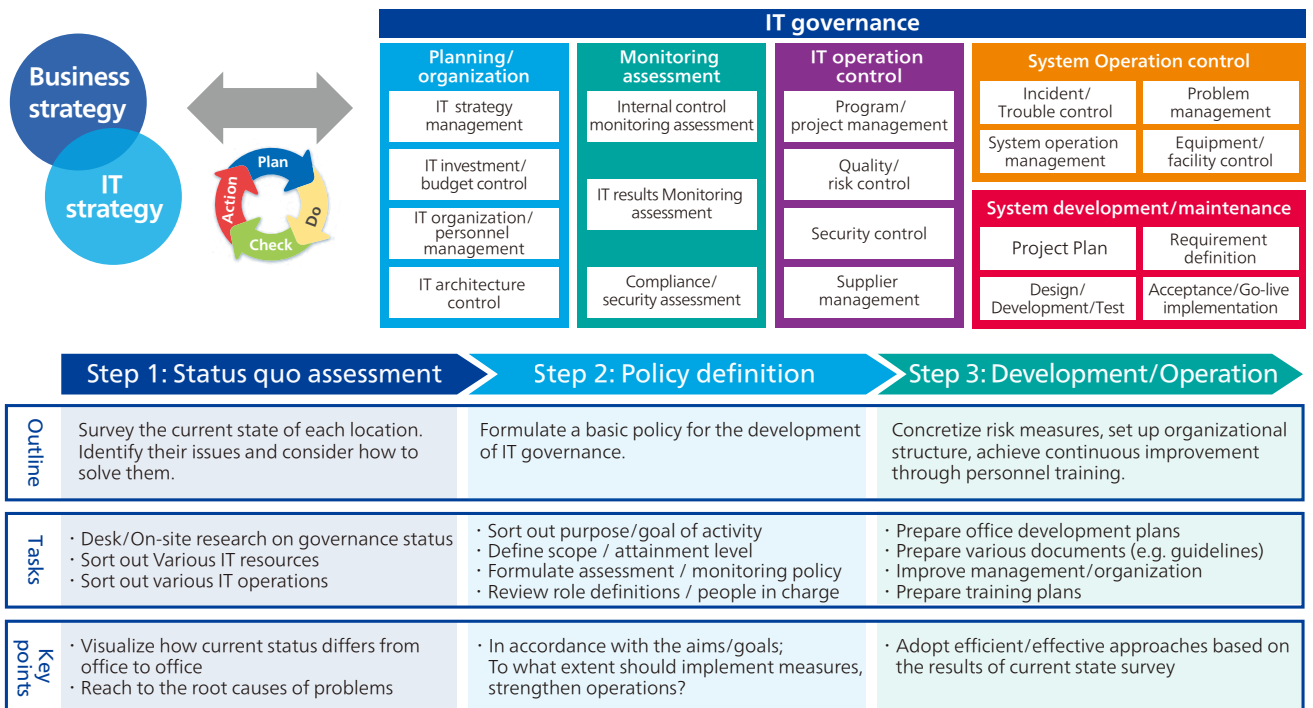
The Value ABeam Consulting Offers

Consulting firms take action aimed at meeting IT governance goals, and address individual threats with risk-mitigating control measures. But at ABeam Consulting, we provide value far beyond these conventional measures, developing workable systems by implementing headquarters-led governance on a global scale. We establish necessary organizational structure and implement the training of personnel who will actually run the organization. We also review and improve existing IT governance to keep it in tune with changes in internal and external environments, each of which vary over time.

(Example) Purpose of global IT governance development

Proactive

- Facilitate global BPR with system integration and business standardization serving as the IT driver
- Support management and IT cost reduction through global business visualization using system integration and business standardization
- IT cost reduction through controlling IT costs globally (i.e. redundant investments / bulk buying)
- Risk control on a global level to address IT risks (faults, security issues, etc.)

Defensive

Types of governance intensity (sample)

Main to formulate the policy

HQ IT Dv. Operations/ Regional control

Organizer	Controller
Checker	N/A

HQ IT division Operations/Regional control
Main to implement the policy

Approach

We develop IT governance in three steps: ① survey of current status, ② policy definition and ③ development/operation.
Key points to consider are: To what extent should IT governance be implemented? How to develop & deploy IT governance and establish and recruit organization/personnel that fit into the reality of each office.

Business strategy

IT strategy

Plan / Do / Check / Action

IT governance

Planning/ organization	Monitoring assessment	IT operation control	System Operation control	
IT strategy management	Internal control monitoring assessment	Program/ project management	Incident/ Trouble control	Problem management
IT investment/ budget control		Quality/ risk control	System operation management	Equipment/ facility control
IT organization/ personnel management	IT results Monitoring assessment	Security control	**System development/maintenance**	
IT architecture control	Compliance/ security assessment	Supplier management	Project Plan	Requirement definition
			Design/ Development/Test	Acceptance/Go-live implementation

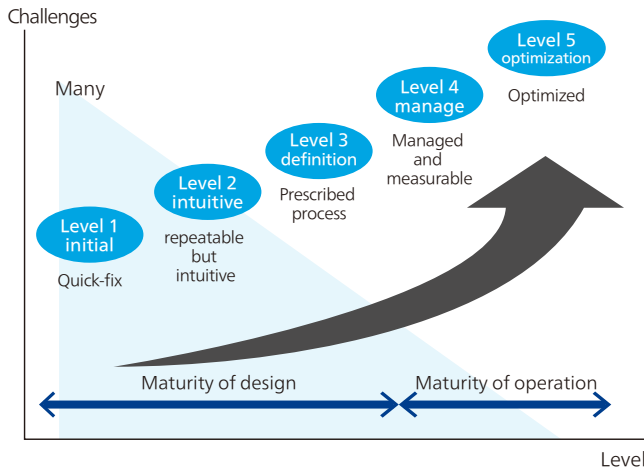|	Step 1: Status quo assessment	Step 2: Policy definition	Step 3: Development/Operation
Outline	Survey the current state of each location. Identify their issues and consider how to solve them.	Formulate a basic policy for the development of IT governance.	Concretize risk measures, set up organizational structure, achieve continuous improvement through personnel training.
Tasks	· Desk/On-site research on governance status · Sort out Various IT resources · Sort out various IT operations	· Sort out purpose/goal of activity · Define scope / attainment level · Formulate assessment / monitoring policy · Review role definitions / people in charge	· Prepare office development plans · Prepare various documents (e.g. guidelines) · Improve management/organization · Prepare training plans
Key points	· Visualize how current status differs from office to office · Reach to the root causes of problems	· In accordance with the aims/goals; To what extent should implement measures, strengthen operations?	· Adopt efficient/effective approaches based on the results of current state survey

What makes our services unique

Our IT governance methodology established by referring to famous global standardized framework, enable us to flexibly serve our clients' different objectives and resolve their challenges. Rather than merely applying standardized risk measures, we are able to select the methods that best suit to the risk status of each business/office of our clients. We provide our clients with total solutions from development and deployment to the operational improvement phases, ensuring that our projects never end in unattainable "pie in the sky" solutions.

Step1：Status quo assessment

We visualize the maturity levels of IT governance as they differ from office to office, using objective criteria to identify issues. In addition, we assess the residual risk of each item designed to develop effective IT governance so that we can assess and prioritize each of the issues targeted for resolution.
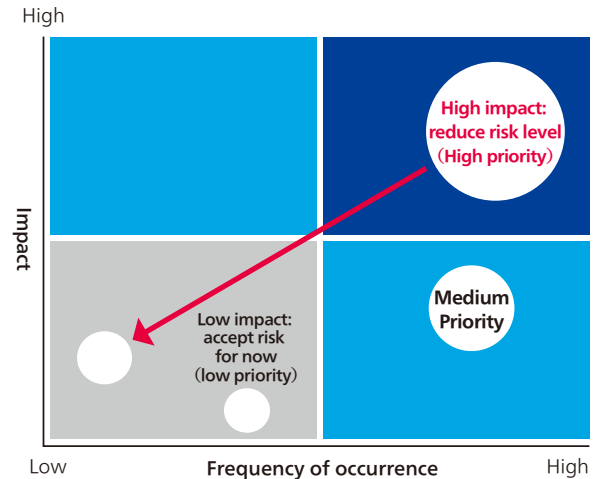
IT governance: maturity level assessment

Quantifying the maturity level of each IT operation under assessment on a scale of 1 to 5 enables us to visualize problems and root causes of the challenges each office faces.

Challenges

Many

- Level 5 optimization — Optimized
- Level 4 manage — Managed and measurable
- Level 3 definition — Prescribed process
- Level 2 intuitive — repeatable but intuitive
- Level 1 initial — Quick-fix

Maturity of design ←→ Maturity of operation

Level

IT governance: residual risk assessment

By assessing levels of maturity, as well as the impact/frequency of a given risk enables us to visually plot the position and size of residual risks on a dual-axis graph. This clarifies the process of prioritization.
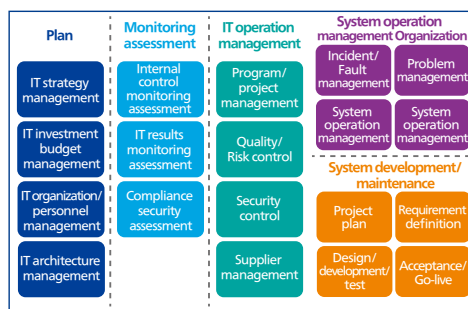
High

Impact

High impact: reduce risk level (High priority)

Low impact: accept risk for now (low priority)

Medium Priority

Low — Frequency of occurrence — High

Step2：Policy definition

We discuss with our client to define the IT governance policy by referring to famous global standardized frameworks. The policy can cover all or partial IT operation process with clear definition of the scope, attainment level, and refinement level.

IT governance framework/standard (sample)

COBIT5	IT governance management framework **Proactively define IT division operations** (Define all IT operation processes)
ISO27001	Information security management framework **Tailored to information security, detailed** (Define security measures in detail)
ITIL	Information system operation management framework **Tailored to operation management, detailed** (System operation management process definition)
FISC security guidelines	System supervisory criteria for financial institutions **Tailored to security guidelines, detailed** (System stability, security measures)

IT operation process (sample)

Plan	Monitoring assessment	IT operation management	System operation management Organization	
IT strategy management	Internal control monitoring assessment	Program/ project management	Incident/ Fault management	Problem management
IT investment budget management	IT results monitoring assessment	Quality/ Risk control	System operation management	System operation management
IT organization/ personnel management	Compliance security assessment	Security control	System development/ maintenance	
IT architecture management		Supplier management	Project plan	Requirement definition
			Design/ development/ test	Acceptance/ Go-live

Scope	What scope of application is optimal?
Attainment level	To what extent should goals be attained?
Refinement level required to be defined	How much detail should it be defined?

Step3：Development/Operation

We provide our clients with total support from fleshing out risk countermeasures to establishment of operational methods and IT governance frameworks to the startup of actual organizations. In order to enable action toward continual improvement take root in our client's organization, we provide support for the training and development of IT governance-related personnel.

Definition of risk mitigation measures

Concretize actual measures and upgrade Various rules and regulations. Implement measures against the risks.

Sample documents provided

Definition of operational process

Define processes for assessing methods of continual IT governance management.

Sample documents provided

Definition of organization/role

Develop IT governance and operational frameworks, to be updated on a continuous basis.

Management organization

Proposal / report
Approval / Grant authorization
Approve implementation
Value provided

Promotion organization — Report → Operation organization
Operation support

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