IT Governance Services

Build a Proactive, Efficient IT Environment

IT Governance is an essential capability for the effective adoption and management of IT processes and assets such as operational procedures, information, applications, services, infrastructure evolution, solutions delivery and architecture.

Implementing an effective governance framework for your IT environment ensures that every facet of your IT strategy aligns with business goals, delivers measurable business value, optimizes IT investments, and appropriately manages IT-related risk and opportunities.

Effective IT governance provides greater IT agility in responding to changing business needs. As a part of a wider corporate governance activity but with its own specific focus, the benefits of good IT risk management, oversight and clear communication not only reduce the cost and damage caused by IT failures, but also engender greater trust, teamwork and confidence in the use of IT itself and the people trusted with IT services.

Good IT governance covers the gamut from strategy alignment to performance measurement.

IT Governance Considerations

Strategy Alignment → Value Delivery → Risk Management → Resource Management → Performance Measures

If you answer "no" to any part of the questions below, you may need to evaluate your current governance environment to ensure that your IT organization is delivering sufficient strategic value to the company.

- Can you clearly articulate the value that your IT organization is delivering to the company?
- Are you making investments and delivering solutions that align to the business needs and meet expectations?
- Do you have clear policies and processes in place to regulate the management of legacy systems, new principles, and system interaction (such as a service-oriented architecture)?
- Are your projects often exceeding budgets and/or delivery schedules?
- Do you have processes and methods to support project and application portfolio management?
- Is your staff structured effectively to scale up and down to meet IT needs and undertake new business and technology challenges?
- Do you have frameworks to manage risk, regulatory compliance, disaster recovery and business continuity?
- Do you have qualitative and quantitative measures in place to help articulate the performance of your IT organization?

Benefits

- Maximum value through effective and efficient use of IT assets
- Establish IT standards, principles. policies and guidelines
- Assurance that IT solutions meet architectural standards, application strategy and portfolio roadmap
- Alignment with business by defining and measuring business KPIs and SLAs
- Better IT strategic planning and execution of tactical plans
- Increased alignment of IT and enterprise strategies to accomplish enterprise goals and objectives
- Prioritization of IT investments based on business value

IT People Governance Services

Why IT People?

IT People consultants bring an expert, objective perspective when examining the operational effectiveness of your IT organization. We can help you understand best practices when it comes to governance models and examine your resource balance and capability. Good governance comes with great accountability. IT People can help you to define how you measure and report your IT performance, thus ensuring IT stays aligned and proactive in support of competitive business environments.

Governance applies to all aspects of your IT environment, including IT management, service development, enterprise architecture, information management, data governance and infrastructure management. IT People offers core capability to help your organization implement governance frameworks.

Principles, Policies and Processes

- **Guidelines & Rules:** Establish principles, policies, procedures and structure required to effectively manage IT

- **Competency:** Establish process, technology and methodologies required to gain excellence in delivering solutions

- **Solution Delivery Life Cycle (SDLC):** Define the activities, tasks, inputs, deliverables and roles essential to deliver solutions and software successfully

- **Project Management:** Establish the most appropriate method of project management combining iterative, agile and waterfall to meet budget and time lines
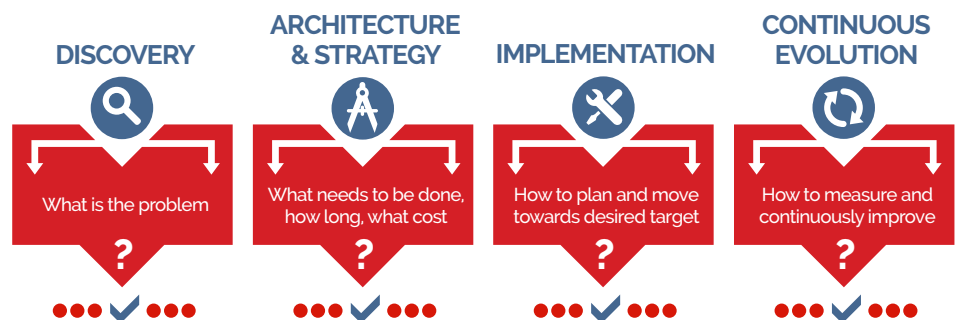
People

- **Roles & Skills:** Establish roles and skills needed to gain excellence in delivering solutions

- **Performance:** Manage performance against goals

- **Scale:** Manage capacity requirements

Performance

- **Visibility:** Improve visibility into operations and performance

- **KPIs:** Examine and recommend key performance indicators (KPIs) for the IT organization

- **Scorecard:** Define Service Level Agreements (SLAs) and establish reporting framework

The IT People Consulting Approach

DISCOVERY
What is the problem
?

ARCHITECTURE & STRATEGY
What needs to be done, how long, what cost
?

IMPLEMENTATION
How to plan and move towards desired target
?

CONTINUOUS EVOLUTION
How to measure and continuously improve
?

About IT People

IT People is a next-generation IT services and workforce solutions firm. We provide consulting, managed services and staffing to Fortune 500 corporations, public agencies, and small and mid-sized businesses throughout North America. Our specialties include IT modernization, infrastructure and applications optimization, and management. We enable organizations to achieve their business goals by transforming their IT processes, applications and infrastructure using the latest technologies for cloud, big data, mobile and social, and by providing them with exceptional talent when they need supplemental staff.

Our Vision and Mission

We are passionate about co-creating value with our customers and employees by offering IT services through applied thought and innovation with the commitment and integrity to deliver quality solutions on time, every time.

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