

Risk Assessment and Analysis By Encore Consulting Services and BPS Resolver

Enterprise Value Management (EVM) series

Aligning and understanding the business value of
IT Supported Business Services



Peter Mauro (EVM member)



Founder of Encore Consulting

- ▶ As the founder of Encore Consulting, Pete has over 25 years of IT consulting experience with responsibilities in all facets of the consulting business, including sales, delivery, and management. His primary responsibilities throughout his career have included building new branches of consulting companies, developing new geographic and vertical market sales territories, and reorganizing and managing underperforming branches to profitability.

www.encoreconsulting.com

Shane Deay (EVM member)



President/Founder of Avant Corporation

- ▶ With over 18 years of IT experience, the last 12 in service management consulting and training, Shane helps service providers and IT organizations identify opportunities for improvement in pursuit of the following goals:
 - Better align IT services with business objectives and customer needs
 - Improve overall service levels
 - Maximize the business value of their services
 - Optimize resource allocations

www.avantusa.com

BPS Resolver

- ▶ Founded in 1995
- ▶ The Canadian leader in Governance, Risk and Compliance (GRC)
- ▶ Head Quartered in Toronto with Staff in Ottawa, New York, and Riyadh
- ▶ Over 350 clients across 40 countries
- ▶ Recently featured by Gartner on the Enterprise GRC magic quadrant



Today's objectives

- ▶ Identify and understand the linkage between IT supported business services and corporate strategy
- ▶ Learn about a tool and a methodology that will help collect critical risk information to determine the value of each business service to the organization
- ▶ Equip IT with information to support investment decisions and resource allocation that is backed by the business assessment

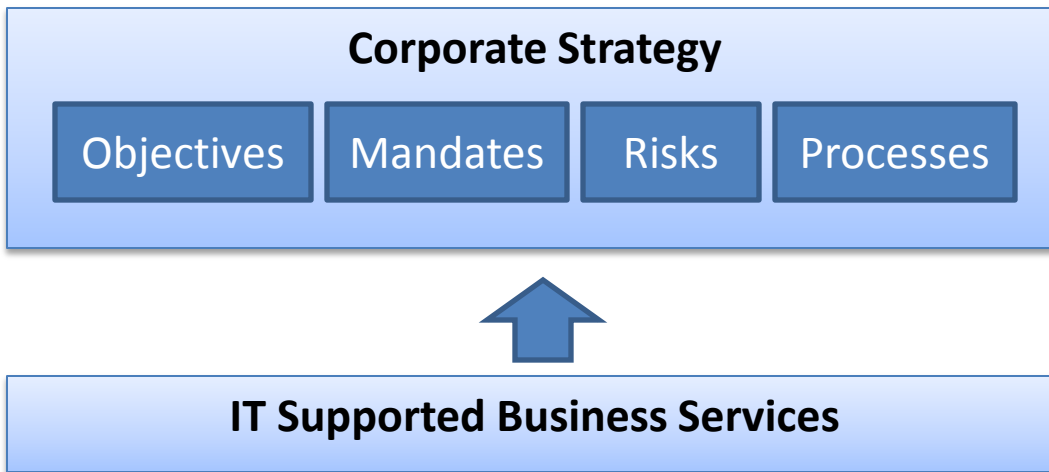


Determine Corporate Strategy

- ▶ CEO's Objectives
 - Cost efficiency
 - Cash Flow
 - Long Term Sustainability
 - Legacy Planning
- ▶ Mandates
 - Compliance
 - Privacy
 - Industry Regulations
- ▶ Enterprise Risks
 - Legal
 - Confidentiality
 - Market



Identify and align IT supported Business Services



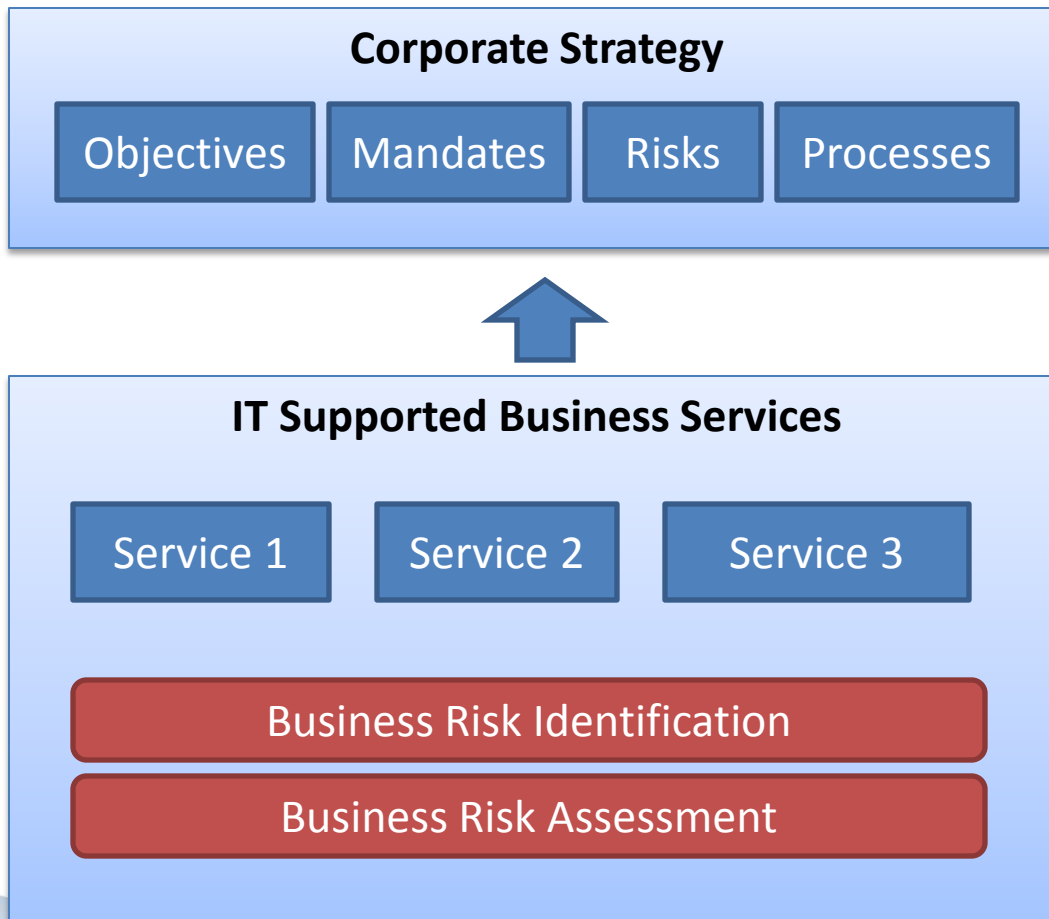
Key Questions should include:

What specific strategies are supported by this activity?

Who is the consumer of this service?

Who is impacted if this activity fails to perform as designed?

Execute a Business Service Risk Assessment



For those activities considered critical:

Identify Risks across preset relevant categories

Assess the impact and likelihood of those risks occurring

Derive an overall score for the SERVICE

Derive an overall score for the STRATEGY


NOT JUST FINANCIAL!

Live Software Demonstration

BPS Resolver GRC Cloud



Why do this?

- ▶ Investments must be justified with a solid business case
 - ▶ A good business case should be empirical not political
 - ▶ Not just financial – requires a business risk assessment to understand impact of service or application.
 - ▶ The results of this process and assessment are a scored list of business services that assess the business value of each
 - ▶ **Every time you choose to invest in an IT project, application or system it should link to a business service with an understood value. If it does you have a pre-built business case.**
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Encore's Next Webinar

- ▶ Encore's next webinar is scheduled for:

Thursday February 10, 2011 from 10 to 10:45 AM CDT

“Website security using the IBM Rational AppScan software”

Join us for an overview of AppScan and how it finds vulnerabilities in website architecture to hacking and security intrusions.

- ▶ For information on this webinar contact Pete Mauro (Contact details on next slide)

Q&A

Questions can be typed into the chat window on the webinar console

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