



**OPIN SYSTEMS**

## **IT Governance**

### **Service Benefits**

One key question affecting every IT Organisation today is how best to implement Governance effectively. Opin Systems has considerable expertise in helping organisations to either implement IT governance from scratch or to improve their governance processes.

Our approach is to start with the industry leading methodology - **ITIL** for Service Support and Management and **COBIT** for Operational Risk Management – and then to make practical and appropriate use of these models to fit an individual organisations' needs.

Our experience is that an organisation can achieve significant improvement in service levels for moderate costs.

We have contributed in engagements across the following aspects of an operation:

- Service Delivery
- System Support
- Operational Risk Management
- Financial Management
- Project Lifecycle

### **Key Projects**

We have successfully implemented the following governance related projects where ITIL and/or COBIT have been used:

- Design and implementation of major incident management process
- Design and implementation of Change Management process
- Review and improvement of Project Risk Assessment process
- Creation of training course for internal IT Auditors
- Audit of production support teams against best practice and subsequent implementation of service improvement delivery
- Implementation of Business Continuity planning function



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### **Specific Services**

Our consultants are certified in ITIL methodologies and members of the Information Systems Audit and Control Association (ISACA).

Most of our governance projects are bespoke and are priced individually dependent on requirement, however the following standard services are available:

- ITIL Benchmark Review
- IT Systems Audit
- Business Continuity Review

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