

IT@Work Series: IT Governance

High Performance, Transparency and Accountability

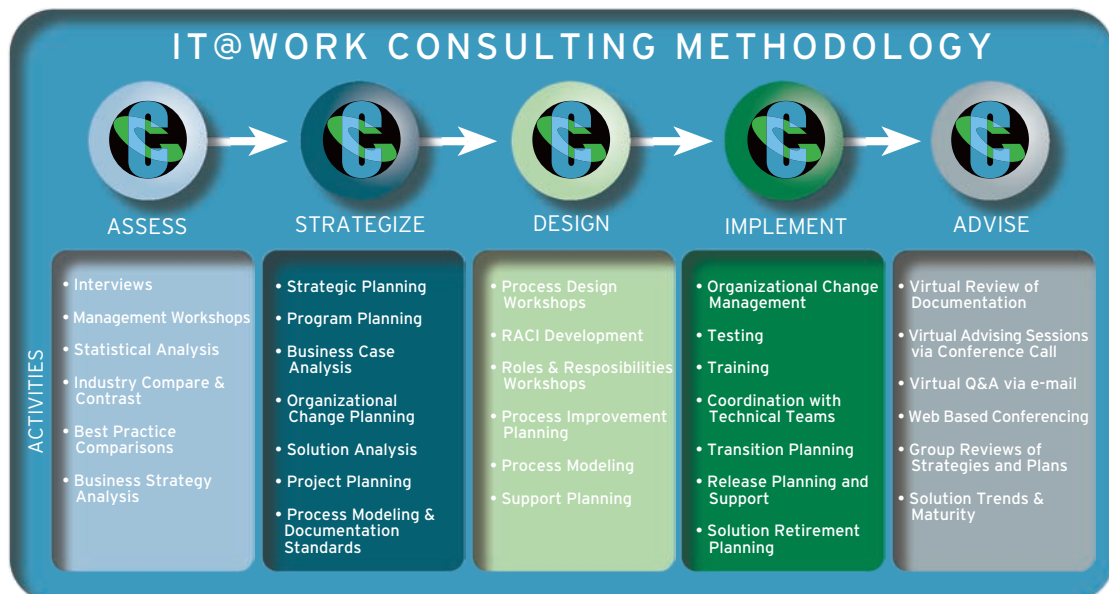
What IT organization wouldn't want to be labeled as "transparent", "high performing" and "accountable?" Our approach to IT Governance can help you realize maximum value with minimal disruption over the course of your transformation. Analysts report that superior IT Governance leads to 20% higher profits. Plus our consulting services help you:

- Identify the most important activities to be performed in support of business goals
- Proactively manage your IT investments
- Architect specific, measurable and achievable objectives
- Measure progress toward achievement of objectives

- Assess IT process performance
- Manage risk
- Ensure compliance
- Manage portfolios, programs and projects
- Evaluate your organization's maturity level against industry best practices and international standards
- Make decisions that enable IT to be an agile business partner

Our Methodology Drives Results

Our Consulting Methodology is the cornerstone for delivering consistent client satisfaction. You can engage us for one or all of these distinct services depending on your needs. We also offer virtual consulting, which eliminates the need for local augmentation resources and expense.



Our “Business Goal to IT Objective” mapping exercise will help you:

- Prioritize goals
- Proactively manage your IT investments
- Understand which objectives IT manages to
- Align objectives to business goals
- Assess constraints tied to each
- Define measures of success for business goals and IT performance

Cognizant ITG Scope of Service

- Organizational Development
- Organizational Change
- Business Goal to IT Objective Mapping
- Compliance
- Risk Management

Cognizant Process Model

Our best practice implementation starter kit supports more than 20 core IT processes at no additional cost. This offering allows you to shift your attention to process improvement risk areas, such as management commitment and cultural adoption, rather than spending time on policy and process design.

The model, available at no charge, offers valuable guidance on how to govern, manage, control, operate and secure your IT function. It was designed for product neutrality, simplifying alignment with heterogeneous toolsets – a reality in most organizations.

About Cognizant's IT Infrastructure Services

Cognizant's IT IS line of business offers a comprehensive portfolio of managed services and consulting offerings that span enterprise computing, end user computing, infrastructure security, as well as network and convergence services. In a recent Forrester report, “The Forrester Wave™: Global IT Infrastructure Outsourcing, Q1 2009,” Cognizant was ranked in the “Leaders” category.

Start Today

In a time when companies are relentlessly pushing to compete better, move faster, and fight harder, Cognizant is the global technology partner with a single-minded passion: Dedicating our systems expertise, industry intelligence and global resources to make your business stronger.

Features

Our Process Model offers:

- A foundation based on extensive IT process improvement consulting engagements with Fortune 1000 companies
- Integral tools for compliance auditors
- Leverage for various IT frameworks and standards, including ISO/IEC 20000, ITIL, IBPL, ITGI, PMI, ISO 27001, COBIT and BPMN
- Policy levels for each process that details benefits, controls, goals, metrics, policies, roles and specifications
- Process diagrams and physical flow charts
- Detailed work instructions for cultural transformation

PathFinder Enablement Model

PathFinder is our process-to-technology enablement model that provides IT process and best practices starter content in an easy-to-use, full-featured Web application. The scalable model includes content for all ISO 20000 practices, ITL processes and Asset and Governance. Our vendor-agnostic architecture makes alignment with mixed toolsets easy to use

PathFinder enables

- Tasks for designing an IT process
- Confirmation that a process has been validated in the industry
- Increased effectiveness of a current process design
- Assistance with the cultural adoption of an IT process
- Meeting compliance regulations

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