

IT Governance

Definition

IT Governance is a framework of best practices to:

- ❑ maximise value of IT investments in line with business goals;
- ❑ responsibly manage resources and balance risks;
- ❑ ensure regulatory and board directed compliance;
- ❑ measure and assess performance and costs.

Using eTrack ensures compliance with company defined directives and vendor neutral governance frameworks such as the following.

Cobit	<u>Control Objectives for Business in Information Technology.</u> With a focus on control and measurability of IT, specifically from a financial point of view, Cobit consists of 34 processes to ensure IT is aligned with strategic initiatives, realises the promised benefits, responsibly uses resources and manages risks.
ITIL	<u>Information Technology Infrastructure Library</u> With a focus on Service Management such as support, delivery and planning etc, ITIL is a set of best practice guidelines and standards for SLA, Outsourced Operations etc.
SOX	<u>Sarbanes-Oxley Act</u> US regulatory compliance for corporate accountability. Section 404 covers IT (about 20 lines).
OPM3	<u>Organisational Project Management Maturity Model</u> The Project Management Institute's (PMI) guide to help organisations assess and develop their ability to deliver projects successfully, consistently and predictably through Knowledge, Assessment and Improvement elements. An organisation's equivalent to the individual's "A guide to the Project Management Body of Knowledge" (PMBOK).
CMMI	<u>Capability Maturity Model Integration</u> A process improvement approach to help organisations improve the maturity of their processes by assessing the level of each relevant process and setting goals and priorities to improve them.

eTrack IT Governance Capabilities

CIOs, CEOs, IT Managers etc. need a variety of capabilities to apply IT Governance to an organisation. eTrack has the following powerful, practical features to support these, combined into one application. The next section shows practical examples of eTrack.

IT Governance Capability	eTrack Functionality
Maximise ROI in line with Business Goals	
Portfolio Repository	<ul style="list-style-type: none"> <input type="checkbox"/> Define Strategic Initiatives and Objectives/Outcomes. <input type="checkbox"/> Map to Proposals, Ideas and existing Projects. <input type="checkbox"/> Collate all information (eg: documents, resources, \$).
Project Selection	<ul style="list-style-type: none"> <input type="checkbox"/> Analyse Risks. <input type="checkbox"/> Calculate Costs. <input type="checkbox"/> Quantify Benefits in real or monetorised dollars. <input type="checkbox"/> Perform 'what if' scenarios to maximise ROI.
Resource Utilisation	<ul style="list-style-type: none"> <input type="checkbox"/> View any cross section of resources and work. <input type="checkbox"/> View Project dependencies. <input type="checkbox"/> View existing, proposed and operational 'lights on' work. <input type="checkbox"/> Dynamic, real time update. <input type="checkbox"/> By Role, Person and Equipment/Material. <input type="checkbox"/> In Hours, Days, Months, Quarters, and Time or \$.
Risk Analysis	<ul style="list-style-type: none"> <input type="checkbox"/> Define Risks at Business, Project and Phase level etc. <input type="checkbox"/> Track early warning signs plus mitigation and contingency plans. <input type="checkbox"/> Quantify and track in \$, and roll up to project and portfolios.
Benefit Realisation	<ul style="list-style-type: none"> <input type="checkbox"/> Define and track KPIs and ROI over selected periods. <input type="checkbox"/> Fully integrated with Portfolio and Project Management. <input type="checkbox"/> Manage project dependencies. and 'result chains'. <input type="checkbox"/> Graphical reporting of Costs verses Benefits.
Ensure regulatory and board directive Compliance	
Compliance Repository	<ul style="list-style-type: none"> <input type="checkbox"/> Repository of regulatory and company mandates. <input type="checkbox"/> Visibility of corporate actions. <input type="checkbox"/> Tailoring and compliance checklists.
Policy and Procedures	<ul style="list-style-type: none"> <input type="checkbox"/> Central document repository. <input type="checkbox"/> Version Control. <input type="checkbox"/> Workflow with secure approvals. <input type="checkbox"/> Powerful Search.
Methodology Support	<ul style="list-style-type: none"> <input type="checkbox"/> Direct integration with APLs (Application Project Lifecycles). <input type="checkbox"/> Commercial (eg: Process MeNtOR, RUP), public domain (eg: OPEN, Prince2, PMBOK) and company specific methodologies.
Non Proprietary	<ul style="list-style-type: none"> <input type="checkbox"/> Support hybrid of house and commercial processes. <input type="checkbox"/> Easily changed for continuous improvement.

Measurement and Assessment	
Portfolio and Project Tracking	<ul style="list-style-type: none"> <input type="checkbox"/> Strong financial cost control at all levels. <input type="checkbox"/> Business and IT Dashboards and Traffic Light Reporting. <input type="checkbox"/> Business Intelligence (via Q4bis add-on module). <input type="checkbox"/> Workflow and approvals. <input type="checkbox"/> Issue, Change and Risk Tracking. <input type="checkbox"/> Billing, Invoicing and Cost Recovery.
Asset Portfolio Management	<ul style="list-style-type: none"> <input type="checkbox"/> Central repository of systems/applications/products and operation/maintenance work. <input type="checkbox"/> View combined effects of Asset and Project Portfolios. <input type="checkbox"/> Contract and Vendor Management. <input type="checkbox"/> Support for change management and prioritisation.
Collaboration	<ul style="list-style-type: none"> <input type="checkbox"/> Shared, secure, distributed repository. <input type="checkbox"/> Internet / Browser Access. <input type="checkbox"/> Interfaces with MS Office, Accounts, MS Project etc.
Audit Trail	<ul style="list-style-type: none"> <input type="checkbox"/> Complete, configurable and retrievable.

Why eTrack

What makes eTrack stand out is that "top down" portfolio planning and IT Governance are completely integrated with "bottom up" project management and operations tracking. In one easy to use application, accessible to the whole organisation, all your IT Governance needs are met.

Combine this with...

- remarkable low total cost of ownership;
- local Australian support;
- an infrastructure to implement customisations quickly;
- fast deployment;
- value added expertise in IT Governance and PM Office setup...

and your IT Governance will be a success.

eTrack IT Governance Examples

eTrack is a real, practical solution for IT Governance available today.

Consider the power of the following single screen that a manager dynamically opens and controls at their desk...

- View all resources, their assigned work with utilisation and availability summaries.
- On the same screen, view all initiatives, portfolios, projects and their dependencies, assigned resources, costs, utilisations and priorities.
- Perform business intelligence in real time, slicing and dicing the data and drilling down to any level.

- Dynamically move or selectively include projects to immediately see the effect on resources.

Resource	My22	My29	Jun05	Jun12	Jun19	Jun26	Jy03	Jy10	Jy17	Jy24	Jy31	Au07	Au14	Au21	Au28	Se04	Se11	Se18	Se25
Total Working Time	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85	85
Total Allocation	30	34	29	29	20	9	13	10	10	10	5	37	47	57	51	51	40	24	29
Total Availability	55	51	56	56	65	76	72	75	75	75	80	48	38	28	34	34	45	62	57
Total Availability (Person Days)	55	51	56	56	65	76	72	75	75	75	80	48	38	28	34	34	45	62	57
Util % (Allocation/Working Time)	35	40	34	34	23	10	15	12	12	12	6	44	56	67	61	60	47	28	34
Administrator	2.5	2.5	2.5	2.5	0.5														
Business Analyst 1	5	5	5	5	1								5	5					
3 New Product X	5	5	5	5	1								5	5					
Business Analyst 2															5	5	5	5	5
Business Sponsor	1.25	1.25	1.25	1.25	0.46	0.25	0.25	0.25	0.25	0.25	0.25	1.25	1.25	1.25	1.25	1.25	1.05	1	1
Developer 1	5	5			5		5	5	5	5		5	5	5	5	5	5	5	5
Developer 2													5	5	5	5	5	5	5
Developer 3													5	5	5	5	5	5	5
Documenter	1.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	2.5	1

Name	Total(\$)	Util(%)	Priority	Plan	My22	My29	Jun05	Jun12	Jun19	Jun26	Jy03	Jy10	Jy17	Jy24	Jy31	Au07	Au14	Au21	Au28	Se04	Se11	Se18	Se25
2006-2008 3 year Strategic Initiative	\$1,255,900			1003	29.75	33.75	28.75	28.75	19.95	8.75	12.75	10.25	10.25	10.25	5.05	37.25	47.25	57.25	51.46	51.25	39.55	23.5	28.5
2006 Portfolio	\$354,160			353	12.5	12.5	7.5	7.5	8.5	5	10	7.5	7.5	7.5	2.3	1	6	6	0.2				
Project Manager	\$38,000	30%		25	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.5	1.3								
Business Analyst 1	\$88,400	100%		60	5	5	5	5	1								5	5					
System Architect	\$22,800	50%		15					2.5	2.5													
Test Manager	\$27,360	20%		20	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0.2				
Developer 1	\$48,640	100%		64	5	5			5		5	5	5	5									
4 Setup PMO	\$100,320			115	9.25	10.25	10.25	10.25	4.25	2.75	2.75	2.75	2.75	2.75	2.75	2.75	2.75	7.75	7.75	2.75	1.05		
9 New Zealand Marketing	\$48,640			54	8	11	11	11	7.2	1													
2007 Portfolio	\$348,840			340																			
5 New Product Y	\$193,800			220																			
8 Infrastructure Consolidat	\$155,040			120																			
2008 Portfolio	\$652,900			400																			
7 New Product Z	\$290,700			245																			
6 Decommission Product 1	\$262,200			155																			

Within the same screen, in real time, click the Details tab to see all information about a project including:

- Project pro-forma and Business Case etc
- Resource rates, costs, charges, outsourced companies etc.
- Embedded documents or links to files.
- Full financial cost control, reports and graphs.

Name	Total(\$)	Utili(%)	Plan
2006-2008 3 year Strategic Initiative	\$1,255,900		1093
2006 Portfolio	\$354,160		353
3 New Product X	\$205,200		184
Project Manager	\$38,000	30%	25
Business Analyst 1	\$68,400	100%	60
System Architect	\$22,800	50%	15
Test Manager	\$27,360	20%	20
Developer 1	\$48,640	100%	64
4 Setup PMO	\$100,320		115
9 New Zealand Marketing S	\$48,640		54
2007 Portfolio	\$348,840		340
5 New Product Y	\$193,800		220
8 Infrastructure Consolidati	\$155,040		120
2008 Portfolio	\$552,900		400
7 New Product Z	\$290,700		245
6 Decommission Product W	\$262,200		155

Criteria /	Y/N	Criteria
Total	<input type="checkbox"/>	
Strategic	<input type="checkbox"/>	
New Product/Market	<input checked="" type="checkbox"/>	Competive Advantage
Maintain Market Position	<input checked="" type="checkbox"/>	Board Directive
Client Service	<input type="checkbox"/>	Compliance/Legal
Likely Solution	<input type="checkbox"/>	
Hardware Purchase	<input type="checkbox"/>	Development
New System Development	<input type="checkbox"/>	Existing System Enhancement
Package Acquisition	<input type="checkbox"/>	Build in House
Other (please describe)-->	<input type="checkbox"/>	
Other System Impacts or Dependancies	<input type="checkbox"/>	
vWeb Sites	<input type="checkbox"/>	RTYS

- ❑ View quantified Risks associated with a Strategic Initiative, Portfolio, Program, Project, Phase etc . (see screen below).
- ❑ View Benefit Realisation plans (see eTrack Benefit Realisation)
- ❑ View Dashboard and Traffic Light Reports (see eTrack Reporting)

There is no limit to the tabs available and each can be customised.

Risk	Mitigation Plan	Phase	Plan % Likelihood after Mitigation	Plan \$ Impact after Mitigation	Plan \$ Weighted Impact	ETC % Likelihood	ETC \$ Impact	ETC \$ Weighted Impact
Delay in Business Approval	Assume 6 weeks delay in plan	Initiation	80.00%	\$10,000.00	\$8,000.00	30.00%	\$10,000.00	\$3,000.00
R45AT Hardware delivery delayed	Source from 2 vendors	Integration	10.00%	\$100,000.00	\$10,000.00	0.00%	\$0.00	\$0.00
Client involves third party PM causing proc:	Agree to use of own processes	All	30.00%	\$50,000.00	\$15,000.00	0.00%	\$0.00	\$0.00
Legal issues with SLA agreement causing	Start legal in Initiation phase	Deploy	30.00%	\$10,000.00	\$3,000.00	30.00%	\$10,000.00	\$3,000.00
Unknown Quality of QT Outsourced Deve	Plan for onsite PM	Devel	20.00%	\$100,000.00	\$20,000.00	12.00%	\$200,000.00	\$24,000.00

For more information please see www.etrack.com.au or contact us at info@etrack.com.au or +612 9960 3878.

End of Insight on eTrack's IT Governance Capabilities