

# IT GOVERNANCE

Satori helps organizations implement flexible IT Governance frameworks that ensure the consistent delivery of high-quality IT services. By adopting an approach to IT Governance that incorporates risk management, change management, and communications, our clients gain the ability to respond to evolving IT needs and to support overall strategic objectives.

## THE SITUATION AT HAND

**IT organizations are often faced with the need to review and improve IT Governance in the following situations:**

- Mergers or acquisitions
- Organizational restructuring
- Outsourcing or relocation of business activities
- Changing business models
- Changing market conditions
- IT transformations that will enable competitive business advantage

**Challenges that IT organizations can address through strong IT Governance include:**

- Late or ineffective IT delivery
- Suboptimal IT cost, performance, availability, and quality
- User dissatisfaction and perception gaps
- Lack of performance metrics
- Organizational communication and inefficiency issues
- IT systems proliferation and complexity
- Complex regulatory and compliance requirements

## BENEFITS

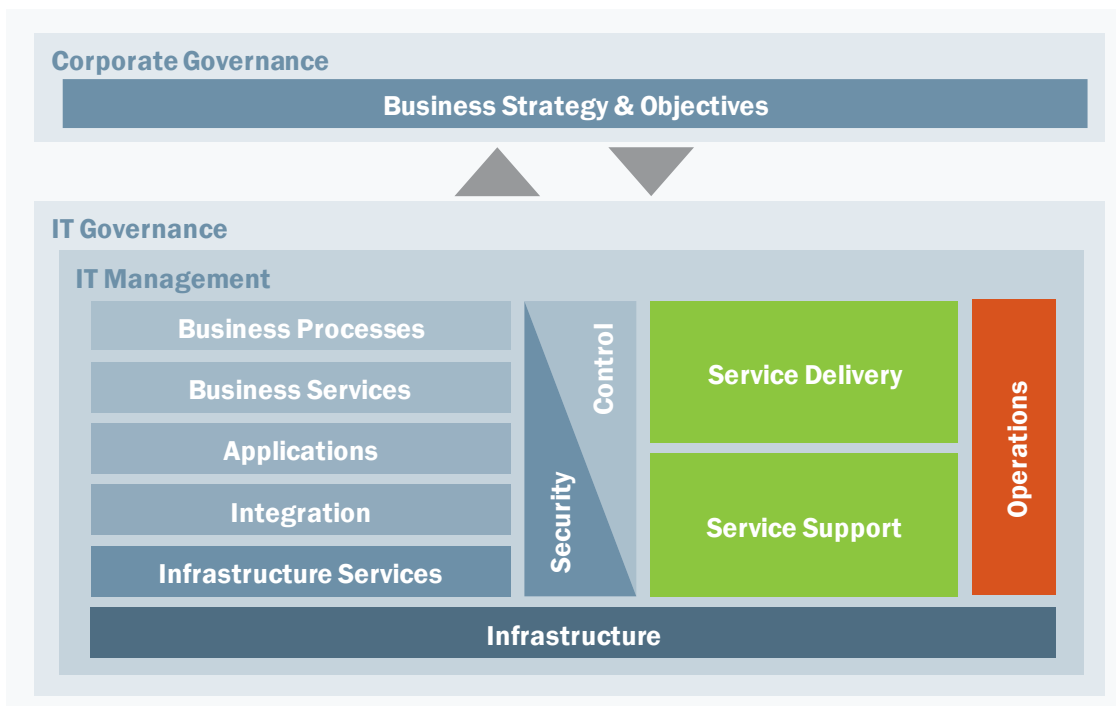
**Successfully implementing an effective IT Governance framework results in:**

- Reduced IT delivery costs
- Improved IT performance, availability, quality and cost benefit
- Prioritized and successful IT delivery
- Effective risk management
- Increased IT agility to support changing business needs

## SATORI FRAMEWORK

We partner with our clients to address IT Governance challenges across all levels of an IT organization and to implement a modular governance framework that is adaptable to future needs.

- IT Governance is an extension of corporate governance, with the objective of **aligning IT delivery with business strategy**. In order to maximize performance, IT organizations must establish clear interfaces and engage with the business as a whole
- Delivering IT services at an application level is insufficient. A comprehensive, **service-oriented approach** is required to deliver IT services effectively to the organization
- Facilitating the transformation needed to realize business objectives requires significant **process management and communication** to maximize stakeholder engagement

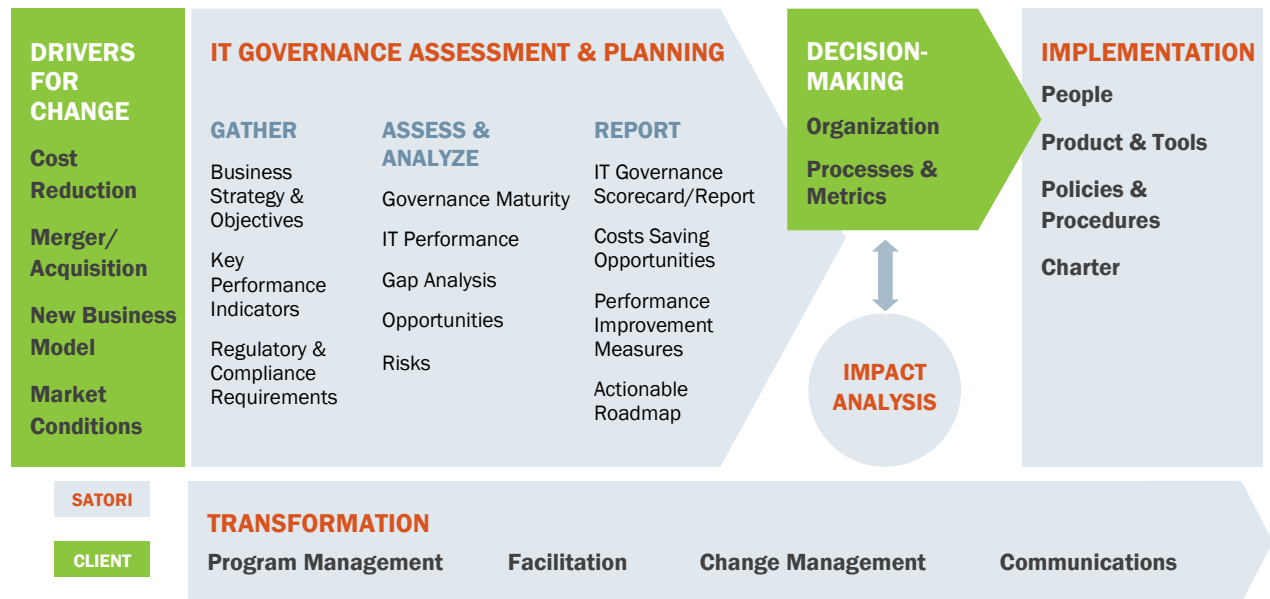


## THE SATORI APPROACH

Our experienced consulting professionals help organizations structure and execute IT Governance activities that are focused on **reducing costs and increasing performance**:

- **Working closely with stakeholders** to create a business-driven State of IT Governance Report for use in decision-making regarding future IT Governance changes

- Analyzing the impact of various options to help leaders make critical decisions
- Designing implementation plans to deliver improved IT services
- Transforming and leading the IT Governance program through **facilitation, change management and communications**, ensuring the integration of activities and the ongoing engagement of key stakeholders throughout the process



## ASSESSING THE STATE OF IT GOVERNANCE

Satori professionals assess the current state of an IT organization by:

- Gathering essential information both top-down from the business and bottom-up from IT
- Assessing current IT performance and IT governance maturity to identify strengths and gaps
- Reporting assessment results and recommendations in the context of business actions, tangible benefits, and performance improvement

## TRANSFORMATION

We oversee the IT Governance program from design to implementation. We facilitate planning sessions, implement change management and communication efforts, and integrate activities, ensuring that business objectives are achieved.

## DECISION-MAKING

Decision-Making is advised by the IT Governance Report. Satori supports decision making by providing an **Impact Analysis** that details possible adverse results prior to implementation.

## IMPLEMENTATION

An **Implementation Plan** emerges from the detailed analysis of IT contributions to the organization. The implementation segments align with the key pillars of IT Governance: People, Policies & Procedures, Products & Tools, and Charter.

*At Satori Consulting, our mission is simple: to work side-by-side with clients to discover opportunities and solve problems. We strive to provide both comprehensive and expert service, mindful of every client's unique needs. Our team of highly-skilled management consultants brings a wealth of industry and functional experience to provide wide-ranging services in project and program management, risk management, change management, organizational effectiveness, strategy and advisory, business process engineering, performance management, and infrastructure and technology.*



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