

IT Capability Assessment

Current Environment

Many organizations are experiencing significant ongoing challenges in their information technology (“IT”) organizations. These may include:

- ▶ Skills shortage,
- ▶ Budget constraints and increasing costs,
- ▶ IT security threats,
- ▶ Changing compliance requirements,
- ▶ Project delivery issues,
- ▶ Aging legacy systems,
- ▶ Technical Architecture inflexibility/redundancy, and
- ▶ Technology rate of change.

It is increasingly crucial that these organizations:

- ▶ identify and understand both their IT strengths and areas for improvement;
- ▶ review industry prevailing practices;
- ▶ build on strengths; and
- ▶ remediate areas of improvement.

Our Capabilities

Cherry Bekaert's IT Capability Assessments examine current IT capability, compare them with prevailing practices and identify recommendations for improvement. The results may be used to drive a more robust, effective, and efficient IT organization capable of fully supporting the business in executing its long-term strategy.

Our IT assessment approach focuses on business strategy and operations and how they are supported by IT systems. We obtain and review relevant documentation and interview key executives in various roles to obtain their direct insight into IT effectiveness. Furthermore, we analyze results, compare findings with prevailing industry practices and identify any potential gaps. We also suggest a comprehensive review of IT domains and focus on strategic, critical IT capabilities, resources, systems, and platforms.

This scope may include all or most of the following key domains:

- ▶ IT Governance & Finance – CIO succession planning; budgeting/funding; asset lifecycle management.
- ▶ IT Organization – Organization roles and responsibilities; in-house staffing and experience; outsourcing options; and vendor selection and management.
- ▶ IT Risk Management – IT security (application, desktop, access and network); and risk/control environment and maturity.
- ▶ Application Development and Support – Project Management Office; reporting and business analytics; systems development lifecycle (including documentation and testing); change management procedures, end-user desktop, application, and infrastructure support; and training.
- ▶ Application Architecture – Applications (e.g., Finance, Human Resources, Logistics, Sales, etc.).
- ▶ Technical architecture – System software; database administration; data management; and interfaces/integration.

- ▶ IT Operations – Backup and recovery; disaster recovery planning; helpdesk and support; mobile; telephone, and batch management.

Our IT assessment approach provides a prudent, robust, flexible and cost-effective option. We leverage our extensive experience, methodologies, and capabilities to deliver a customized, innovative solution customized to suit your corporate culture. We work closely with client management, build consensus, focus on technical excellence and quality and promote awareness and adoption throughout the project and beyond.

Benefits

Improving IT capability is critical to:

- ▶ Positioning IT to further support and enable business strategy;
- ▶ Lowering IT costs;
- ▶ Enhancing day-to-day operational performance;
- ▶ Providing better transparency and reporting through providing access to real-time, accurate, valid data;
- ▶ Increasing compliance with policies, procedures, laws and regulations; and
- ▶ Reducing risk through more robust risk mitigation plans (e.g., Disaster Recovery Planning, IT Security).

Client Success

Cherry Bekaert was engaged by a client with changing business requirements and an aging technology infrastructure. The client's CIO had also indicated that he would be retiring in the near future. We examined their IT capability in various domains (e.g., governance, technology, applications, security, operations, development/support, etc.) and compared our findings to prevailing industry practices. Our team identified gaps and prepared a number of prioritized recommendations. These recommendations provided the client with a robust, practical roadmap for modernizing the client's technology, assisting their CIO in his transition and preparing the new CIO for future responsibilities.

For additional information about our services, please contact:



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