

IT Governance

Serving the business



ESTG/IPVC Viana do Castelo

Pedro Gomes

19-06-2009

Agenda

Apresentação

Objectivos

ITGovernance

- O que é
- A importância
- O que compõe
- Os auditores

IT Service Management

ITSMF – Delegação norte

Questões



Apresentação

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Co-promotor do FEUP CIQS – Centro de Inovação em Qualidade de Software. Licenciado em Eng.^a Informática e Computação pela FEUP.

Consultor em Engenharia de Software.
Experiência em gestão de equipas de IT, gestão de ciclo de vida de desenvolvimento de software, contratação, inovação e serviços.
Especializado nas tecnologias/normas CMMI, PMBOK, ITIL.

Certificações CMMI

- Introduction to CMMI Version 1.2
- Acquisition Supplement for CMMI v1.2
- Intermediate Concepts of CMMI Version 1.2
- Understanding CMMI Version 1.2 High Maturity Practice

Obtidas no Software Engineering Institute de Carnegie Mellon - US

Objectivos

Entendimento do que é o IT Governance

Perspectiva do papel do auditor no IT Governance

O estado do IT Service Management

ITSMF – Delegação norte



IT Spending - McKinsey

Managing IT spending

Many IT organizations will reduce their spending in 2009. A strong management focus can mitigate the pain—and create opportunities.

DECEMBER 2008 • James M. Kaplan and Johnson Sikes

Source: Business Technology Office

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With growth slowing and valuations declining, businesses badly need to extract value from their IT functions. The operative questions are, “How much?” and “How?” As CIOs choose a path, they need to determine whether they can afford to take a “through cycle” perspective, balancing short-term financial improvements and the possible impact on longer-term capabilities. They must also consider the need to act quickly to generate cash, even if such moves prove less attractive once the recession ends.

Almost all IT organizations can and should reduce IT spending in 2009. But this will be difficult. Many companies have built up complex application environments that require ongoing support. Contractual commitments to vendors can be difficult to modify. Adding to the challenge, organizations rarely agree internally on business priorities for IT.



“Five trends that will shape business technology in 2009” McKinsey

IT and corporate finance converge

The year 2009 will be a tipping point for the CFO's involvement with IT. Large businesses have hundreds of millions or even billions of dollars locked up in their IT organizations—including data center facilities, systems assets, and organizational capabilities built over time. In a world where capital is at a premium, CFOs will seek to use IT assets as a lever to generate cash.

Tension around IT budgets increases

Since 2001, IT capabilities have become ever more strategically important for most sectors. Yet IT budgets in many organizations will come under tremendous pressure in 2009, reducing investment for new business capabilities.

The “last” IT project?

While it's clear that technological competence is critical in most industries, the variation in returns on IT investments is daunting.

Regulators demand more from IT

Government scrutiny of business will intensify in many developed countries. Already, in the United States, the Office of the Comptroller of the Currency weighs in on the resiliency of banking systems, the Food and Drug Administration (FDA) requires that many pharmaceutical systems be “validated,” and Sarbanes–Oxley drives decisions about accounting systems in every industry.

The offshoring and outsourcing landscape shifts

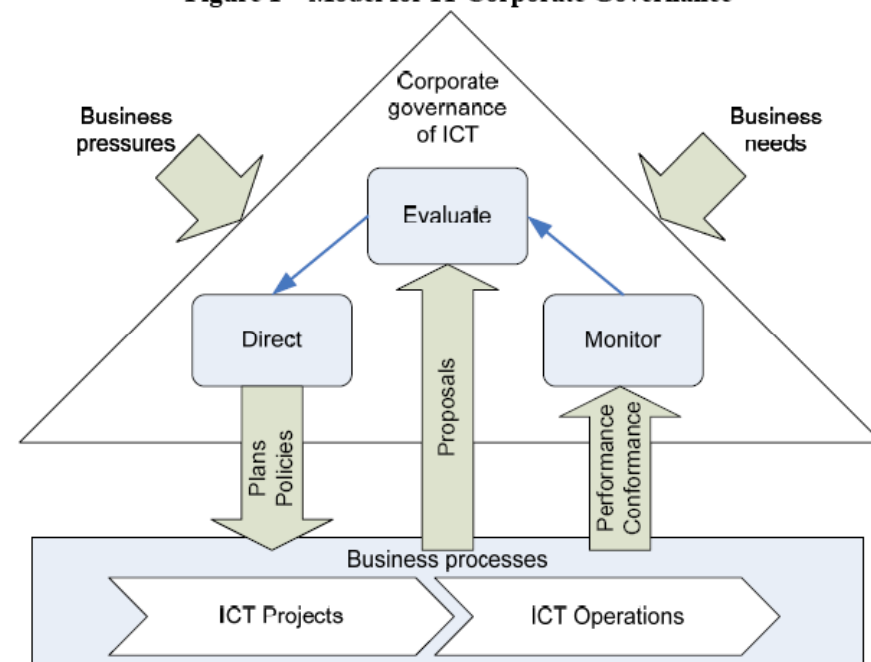
A decade ago, how many CIOs at Fortune 100 corporations would have guessed that Indian companies might now be among their largest and most strategic technology vendors?

IT Governance – O que é?

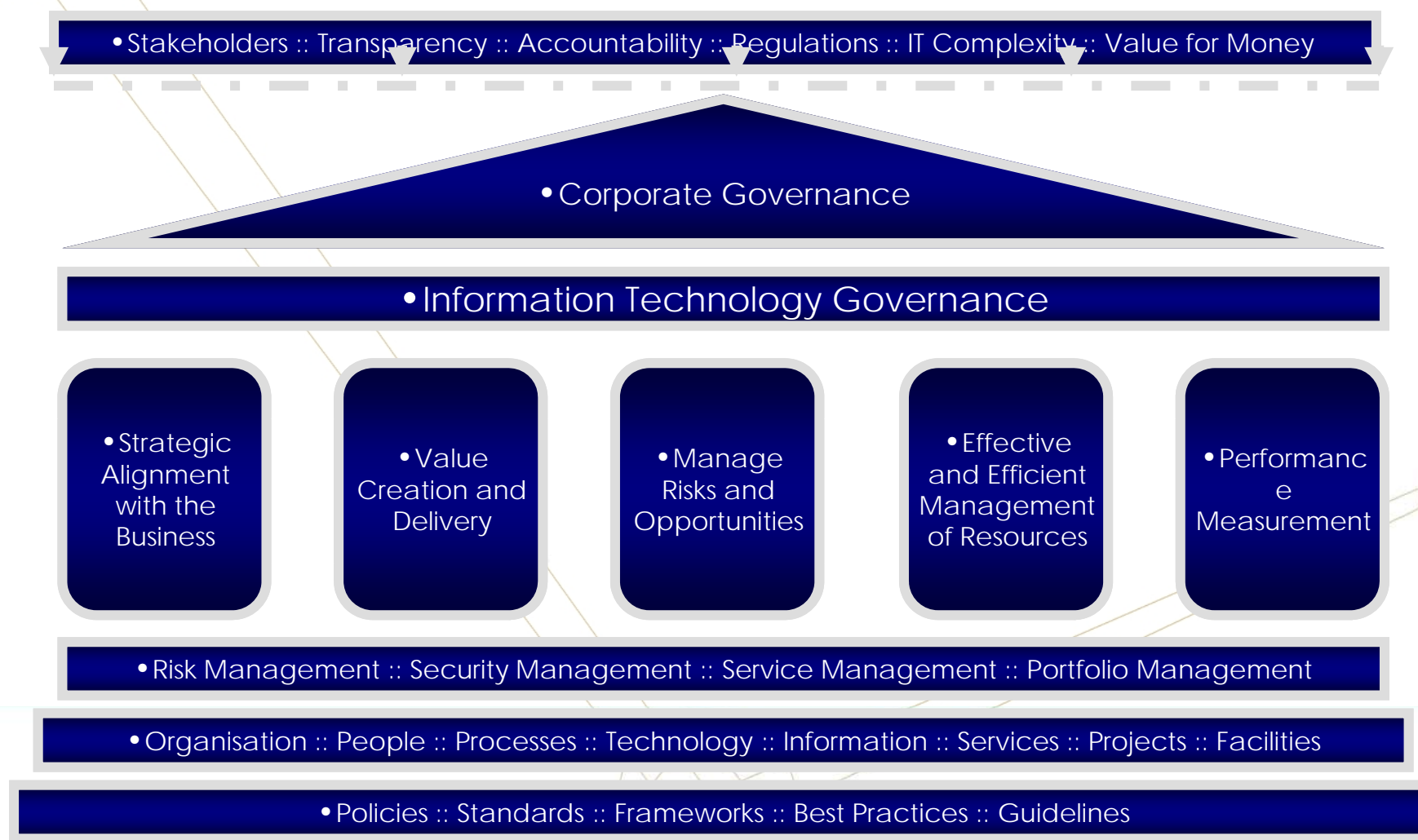
A implementação efectiva de uma abordagem IT Governance é eficaz quando:

- Está alinhada com as práticas e standards corporativos existentes
- Está alinhada com a abordagem de *governance* da empresa
- Cobre todos os aspectos das actividades de IT da empresa
- Está baseada em princípios e objectivos que todos os *stakeholders* conseguem compreender e aplicar

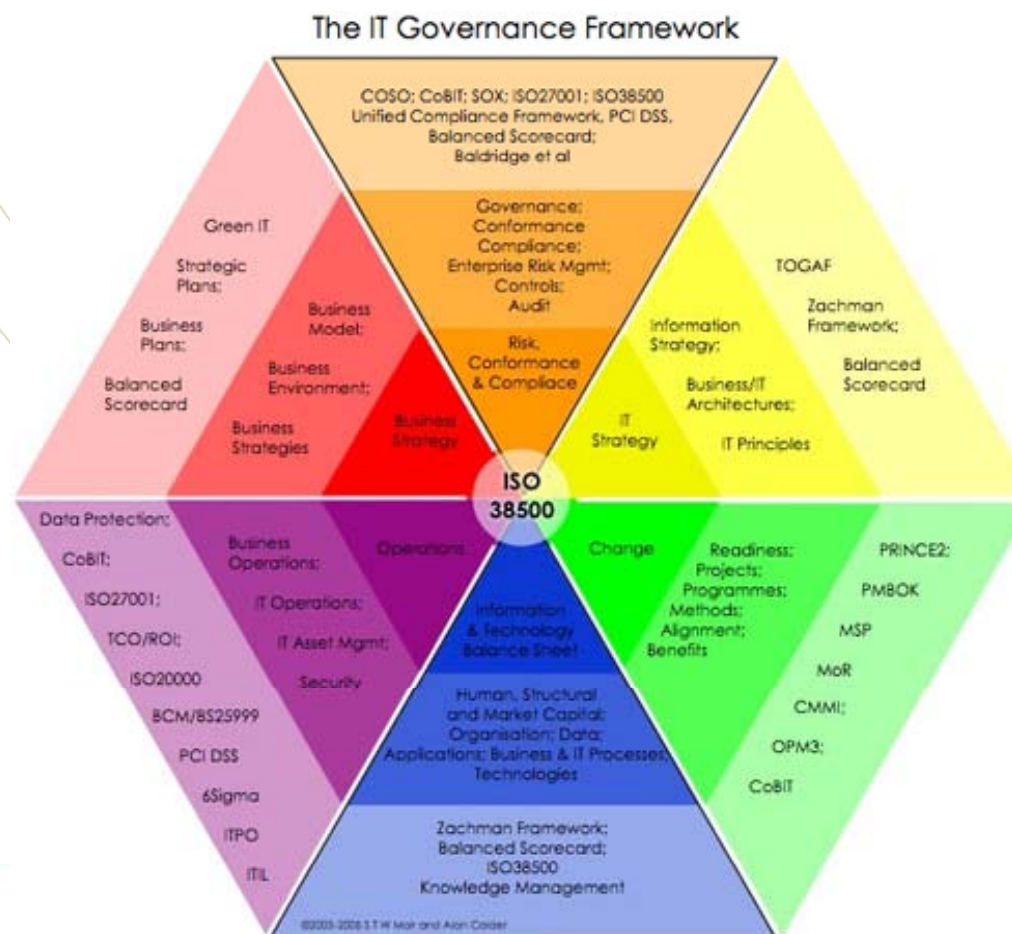
Figure 1—Model for IT Corporate Governance



IT Governance - Framework



IT Governance ISO/IEC 38500



IT Governance – Quem precisa?



Gestão

- Precisa de decidir com razoabilidade os investimentos em segurança e controlo da informação, balanceando o risco e o investimento em tecnologia.

Clientes

- Precisam de estar seguros, através de certificação e auditoria, de que os serviços prestados tem os níveis adequados de controlo e segurança.

Auditores

- São constantemente desafiados pelos diversos stakeholders para substanciarem a sua opinião no controlo interno e crescentemente são questionados por questões relacionadas com segurança e controlo.
- 
- 



IT Governance – Benefícios

Melhores serviços ao cliente

Serviços de suporte integrados

Serviços técnicos flexíveis e adaptáveis

Melhoria

- Processos de decisão
 - Controlo de custos
 - Gestão da Performance
 - Responsabilidade
- 
- 

IT Governance - Auditores

Postura

Reactiva

- Controlar implementação de políticas definidas

Pró-activa

- Criar e adaptar em conjunto as políticas necessárias

Ingredientes de Sucesso

Comunicação

Alinhamento com objectivos da empresa

Agentes de mudança

Visão global

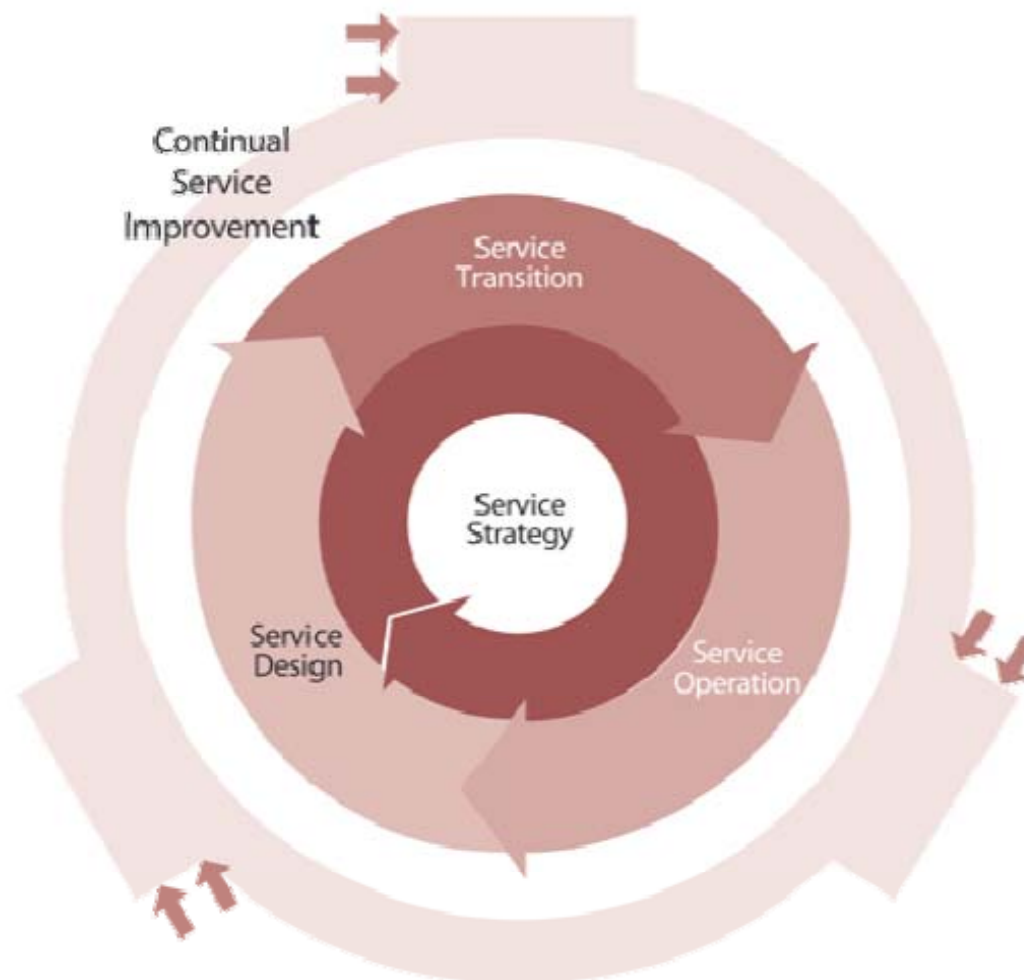
Parte da “equipa”

Conhecimento

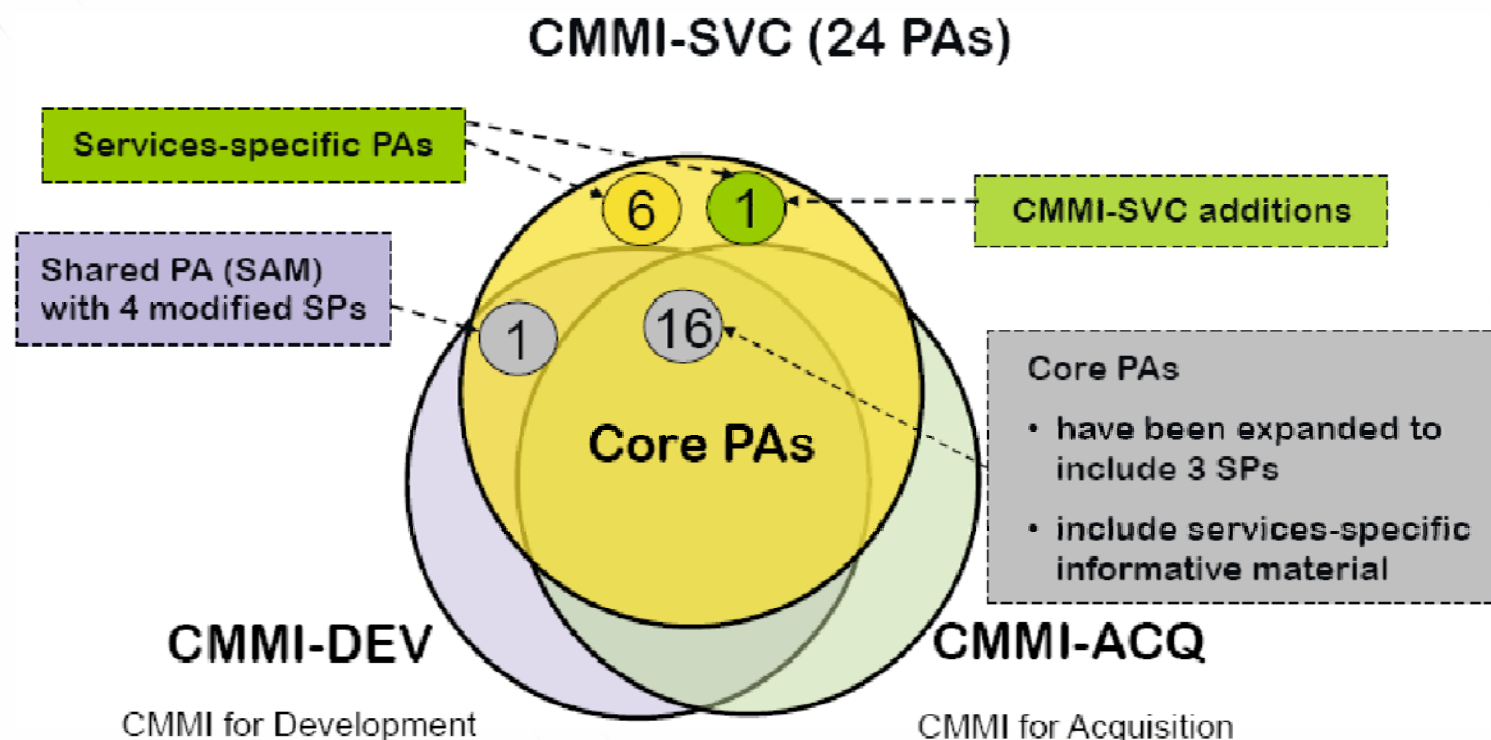
Sponsorização



IT Service Management – ITIL v3



IT Service Management - CMMI



ITSMF – Delegação Norte

ITSMF – Organização mundial que reúne interessados nas componentes de IT Service Management

A promover e dinamizar neste momento a criação da norma ISO20000 em Portugal com todos os organismos competentes

Será inaugurada este ano a delegação norte

- Promover sessões temáticas em toda a região
- Com a agregação de empresas, universidades, instituições científicas e profissionais

-> Call for pioneiros!

Questões



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Referências

Institute for IT Governance

<http://www.itsmf.com>

ITILv3

<http://www.sei.cmu.edu/cmmi>



A long wooden pier with a dark metal railing extends into the sea under a cloudy sky. The pier is made of wooden planks and leads the eye towards the horizon.

www.itsmf.pt

itsMF
The IT Service Management Forum

Portugal ■