

المؤتمر العربي الدولي السّابع للتكنولوجيا المعلومات

تحت شعار

تكنولوجيا المعلومات : لتحقيق الجودة وتنمية الابتكار
الرباط - المملكة المغربية 19-21 مايو 2015



IT Governance to transform Industrial enterprises

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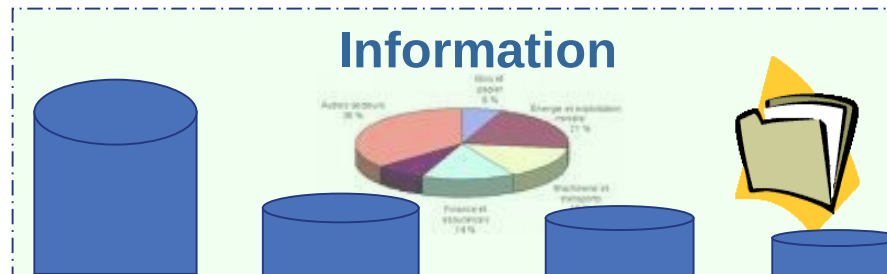
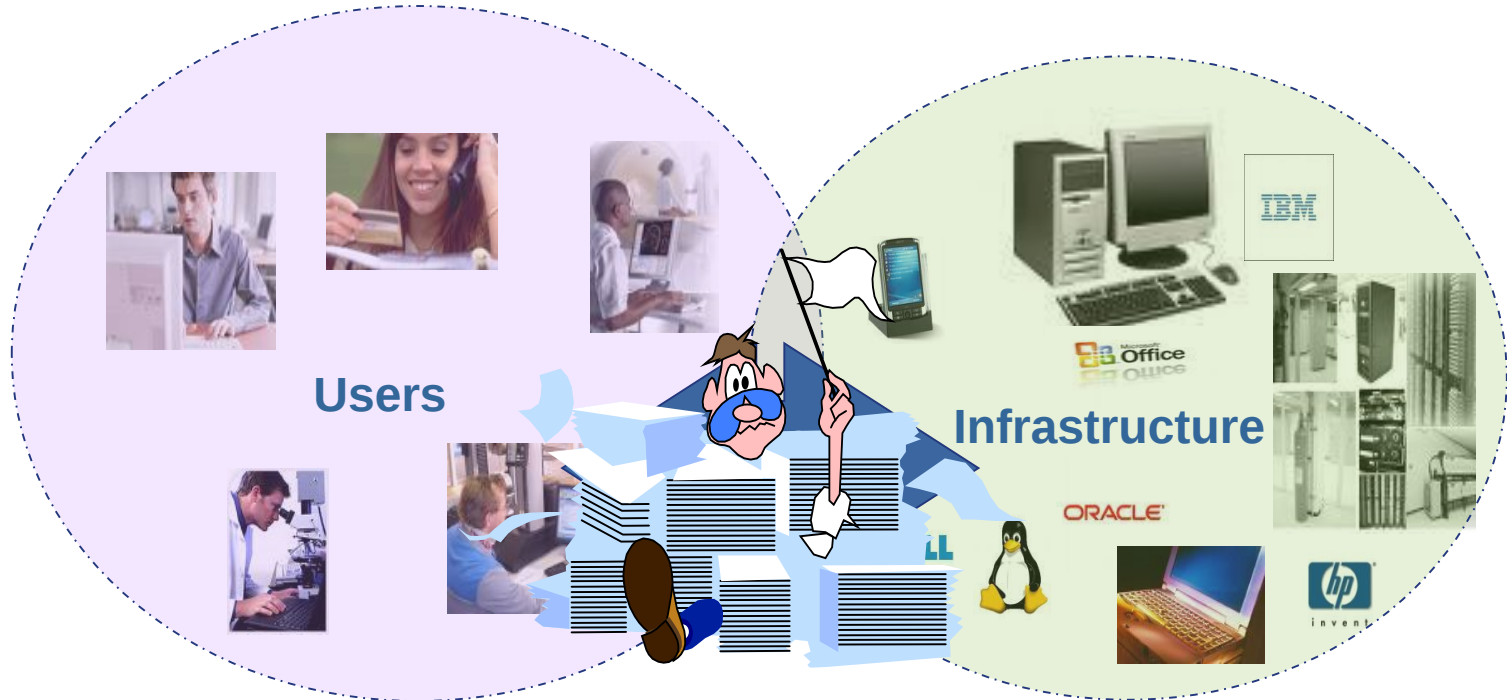
IT provide significant benefits



- Industrial supply chain transformation improved the forecast of demand, reduced procurement costs and increased service levels while costs fell
- Web Services upgrade revenues and reduces cost
- E-services help customers to save time and money
- Accurate information help management to take right information at the right time



Information system



Too complicated





IT is not o Technical Matter

- An apparel manufacturing company's difficulties in installing supply chain software cost it an estimated US \$200 million
- A publicly traded company admitted that a virtual collapse of its financial reporting system reduced its market value by one-third in a single day
- An operational meltdown after the merger of two transportation companies was traced to the inability to coordinate their IT systems
- Several company lost Millions dollars in implementing ERP Solutions

Objectives

- **IT Requires Executive Oversightdes organisations**
- **Executives need a better way to:**
 - **Direct IT for optimal advantage**
 - **Measure the value provided by IT**
 - **Manage IT-related risks**
- **IT Governance is a Mandatory**



**Strategic alignment of IT
with business goals**

**Value delivery of
services and projects**

Risk management

**Resource
management**

**Performance
measurement**



Strategic alignment of IT with business goals



- ✓ Allocation of IT budgets such that business functions are supported in an optimal way
- ✓ Similar to business strategy, IT strategy has to consider both internal as well as external aspects
- ✓ Business strategy should dedicate IT Strategy
- ✓ In same case, IT Strategy could influence Business Strategy

Value delivery of services and projects



- ☑ New value added review: Ensure benefits of improving safety, reliability and service delivered at lowest life-cycle costs:
 - ☑ Eliminate projects that are not priorities
 - ☑ Replace only those components of the asset that need replacement
 - ☑ Seek shared investment opportunities to serve needs of more than one agency
 - ☑ Analysis allows for a go or no go decision based on budget/schedule
 - ☑ Capture bid savings for future project needs



- ☑ Include IT risk assessment in IT project during conception, implementation and support:
 - ☑ Project risks
 - ☑ Security risk
 - ☑ Contractors risks
 - ☑ Human Resources risk
 - ☑ ...
- ☑ Need a formal process and a clear organisation to handle IT risks management
- ☑ Use standards (RISK IT, EBIOS, MEHARI, ...)

Performance measurement



- ☑ Use all IT resources
- ☑ `Training for IT teams and users
- ☑ Clear IT organization: tasks separation (ex: Software development activities and production activities)
- ☑ Adopt policy and procedures

IT Governance Standards



COBIT® is a Road Map to Good IT Governance

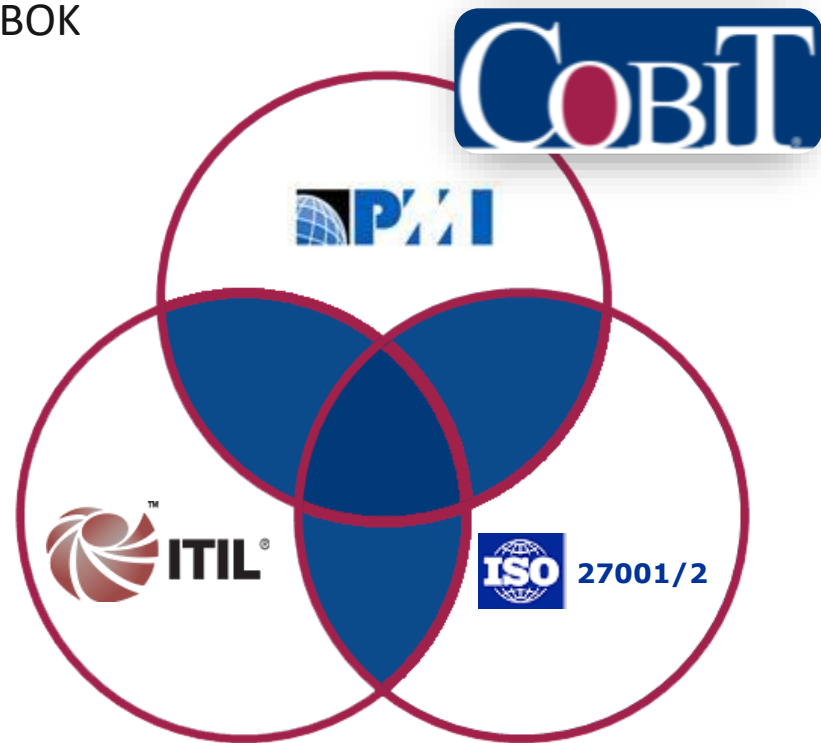


- ✓ Accepted globally as a set of tools that ensures IT is working effectively
- ✓ Functions as an overarching framework
- ✓ Provides common language to communicate goals, objectives and expected results to all stakeholders
- ✓ Based on, and integrates, industry standards and good practices in:
 - Strategic alignment of IT with business goals
 - Value delivery of services and new projects
 - Risk management
 - Resource management
 - Performance measurement

COBIT® Harmonises Other Standards



- ☑ COBIT is often used at the highest level of IT governance
- ☑ It harmonises practices and standards such as ITIL, ISO 27001 and 27002, and PMBOK
 - Improves their alignment to business needs
 - Covers full spectrum of IT-related activities



COBIT® Business Benefits



- ☑ COBIT® provides guidance for executive management to govern IT within the enterprise
- More effective tools for IT to support business goals
- More transparent and predictable full life-cycle IT costs
- More timely and reliable information from IT
- Higher quality IT services and more successful projects
- More effective management of IT-related risks

Defined Responsibilities



RACI Chart

A **RACI** chart identifies who is **R**esponsible, **A**ccountable, **C**onsulted and/or **I**nformed.

Activities

Activities	Functions	CEO	CFO	Business Executive	CIO	Business Process Owner	Head Operations	Chief Architect	Head Development	Head IT Administration	PMO	Compliance, Audit, Risk and Security
		C	I	A/R	I	C						
		C	C	R	A/R	C	C	C	C	C		C
		A	C	C	R	I	C	C	C	C	I	C
		C	I		A	C	C	C	C	C	R	I
		C	I	I	A	R	R	C	R	C	C	I

COBIT Maturity model



COBIT 4.1 Maturity Model Levels	COBIT 5 ISO/IEC 15504 Based Capability Levels	Meaning of the COBIT 5 ISO/IEC 15504 Based Capability Levels	Context
5. Optimised	5. Optimised	Continuously improved to meet relevant current and projected enterprise goals.	Enterprise view/ corporate knowledge
4. Managed and Measurable	4. Predictable	Operates within defined limits to achieve its process outcomes.	
3. Defined	3. Established	Implemented using a defined process that is capable of achieving its process outcomes.	
N/A	2. Managed	Implemented in a managed fashion (planned, monitored and adjusted) and its work products are appropriately established, controlled and maintained.	Instance view/ individual knowledge
N/A	1. Performed	Process achieves its process purpose.	
2. Repeatable 1. <i>Ad Hoc</i> 0. Non-existent	0. Incomplete	Not implemented or little or no evidence of any systematic achievement of the process purpose.	

IT GOVERNANCE MATURITY IN ARABIC COUNTRY



English spoken countries are more mature in IT Governance (Jordan, Egypt, Emirates, Saudi Arabia).

Morocco started in 2002 with the creation of IT Gov Association and launching IT Governance certification.

Moroccan IT High school started to teach IT governance principals and standards.

Tunisia started two years ago to be interested in IT Gov Best practices.

Important need in arabi IT Gov expert to share knowledge.

How to implement It Governance



- ✓ Get CEO involved first
- ✓ Measure the Maturity
- ✓ Set the objectives
- ✓ Set Indicators to measure improvement
- ✓ Implement processes
- ✓ Measure the improvement
- ✓ Readapt
- ✓ Re start (PDCA)

Follow the PDCA Model



Plan

DO



ACT

CHECK



Recommendations

Recommendations



- ✓ Technology is good but it need governance.
- ✓ We should have a clear IT Strategy.
- ✓ We should have a clear IT Business plan
- ✓ Project Management process are necessary to drive IT project
- ✓ It is not a technical matter, the involvement for CEO and Business unit is Mandatory
- ✓ Standard are good the methodology is the mean point
- ✓ Think big and act small
- ✓ We should consider organisation, human resources and management process
- ✓ IT indicators should be established and the with the top management
- ✓ IT audit is a magnific tool to progress

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Thanks

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