

# Help mitigate risks and improve business performance and resilience with effective IT governance and risk management.





### ***IT governance and risk management: a necessity in today's volatile IT environment***

*Today's IT landscape is beset with a multitude of challenges, from evolving governance requirements to staying abreast of expanding risk exposures due to infrastructure outages, natural disasters and security breaches. Simultaneously, IT organizations must continue to deliver new services and be prepared to immediately seize opportunities caused by competitive moves and market changes. To address these risks and opportunities, one thing is abundantly clear: IT needs a "continuous, integrated process." IT needs effective IT governance and risk management processes to drive IT initiatives aligned with business objectives.*

When IT governance and risk management is implemented improperly — or not at all — organizations risk becoming part of headlines like these: "CHAOS: Voting extension denied amid massive computer problems"<sup>1</sup>; "Air traffic system outage grounds flights"<sup>2</sup>; and "Glitch locks trading company customers out of their accounts."<sup>3</sup> With a robust IT governance and risk management strategy, organizations can reduce operational risk, achieve enhanced business performance, improve resilience and better address compliance, all while getting more value from existing IT investments.

Understanding your risk exposures, the impacts to your business, and the appropriate IT governance and risk strategy can be a challenge, which means choosing the right solution for your business is imperative. IBM solutions for IT governance and risk management enable IT to put its governance policies into practice to help the business improve performance and resilience while reducing costs and risks. Only through effective IT governance and risk management is IT able to take its proper "seat at the table" — transforming itself from a cost center to an integral part of business strategy and goals.



IBM makes IT governance and risk management actionable to deliver business value. It can:

**Enhance business performance**

- Maintain end-to-end visibility of services and help ensure service quality
- Improve time to value and manage costs of strategic initiatives

**Help improve business resilience**

- Help reduce risks and protect confidential intellectual property
- Minimize and control impact of planned and unplanned disruptions
- Create alignment with internal and external requirements
- Help to effectively prioritize and get more value from IT investments

**IT MUST SYNCHRONIZE WITH BUSINESS STRATEGY**

Yet roadblocks to effective IT governance and risk management abound. Identifying risks, setting priorities, defining infrastructure improvements and implementing policies and processes — for security, compliance, business resilience and service levels — are only part of the issue. The other challenge in today’s complex, siloed environments is monitoring and measuring adherence to those policies and processes. Yet it is these very measurements — to help gain control and quantify results — that can propel the business forward, increase business performance and elevate revenues.

CIOs realize they need IT governance and risk management to help:

- **Improve operational efficiency to reduce costs.**
- **Assure accountability and improve staff productivity.**

- **Ensure business continuity and availability.**

- **Minimize risks, including security, and sustain compliance.**

- **Improve sourcing management.**

To synchronize with the business strategy, your IT organization should make governance and risk management actionable in the context of your strategic IT projects. What are your pressure points? Good places to start include:

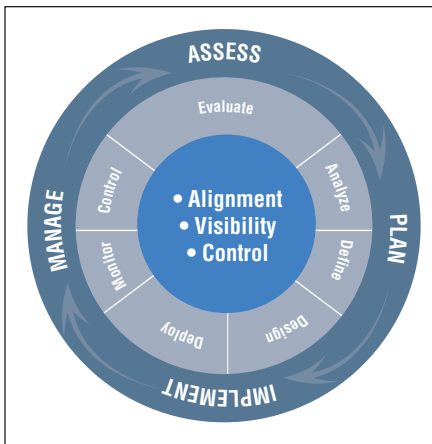
- **Security.**
- **Compliance.**
- **Business continuity and disaster recovery planning.**
- **Service management.**
- **Software delivery.**
- **SOA governance.**
- **Data governance.**





Effective IT governance and risk management is about “doing the right things” — and “doing things right” — to drive business results. It helps ensure IT is always available and can introduce new products on time and on budget. It helps balance service priorities and meet service level agreements, protect data and information, improve business resilience and compliance — and much more.

### IBM OFFERS A UNIFIED APPROACH TO IT GOVERNANCE AND RISK MANAGEMENT



*IBM's unified-process approach to enabling IT governance and risk management.*

IBM enables a level of IT governance and risk management that stands apart from that of other vendors, by offering a unified approach that brings together people, processes, information and technology to ensure consistent synchronization of IT with the business. IBM solutions for IT governance and risk management help:

- **Define IT governance maturity and goals.**
- **Prioritize high-value business services and processes.**
- **Instantiate policy and standards and automate processes.**
- **Manage the full lifecycle of services and other assets.**
- **Create visibility and measure service and project performance.**
- **Determine the impact of risks to business processes.**
- **Create new architectures that improve infrastructure resilience.**
- **Proactively address business resilience and risks, including security and compliance.**



## GETTING STARTED WITH IT GOVERNANCE AND RISK MANAGEMENT

The three most common initiatives that serve as catalysts for implementing and improving IT governance and risk management are service management, business resilience and security. IBM offers a broad portfolio of hardware, software and services to support your IT initiatives and organizational goals. Rather than taking an “all-or-nothing” approach, each solution is designed to be modular, so companies can choose the combination that makes sense for their organization.

## CREATE AND MANAGE VALUE WITH IBM SERVICE MANAGEMENT

When Pay By Touch, a San Francisco-based provider of biometric payment technology, needed to increase productivity and reduce total cost of ownership (TCO), the company called on IBM to help them implement a service oriented architecture (SOA). Afterward, not only was Pay By Touch able to increase staff productivity by 30 percent, they also decreased the costs of integrating newly acquired companies by 25 percent.

Delivering new software, decreasing service level violations and application quality issues, or reducing labor costs

can all be an impetus to improving service excellence in your environment.

IBM Service Management supports effective governance and risk management by enabling organizations to better align technology investments to business objectives and to demonstrate the benefits of IT development in creating value — and IT operations in managing value — to drive business growth. IBM Service Management enables IT organizations to get much-needed visibility into the infrastructure to monitor and control processes with solutions that support the entire service lifecycle, from business management to IT development and IT operations.

IBM Service Management can help:

- **Gain strategic insight and objective information.**
- **Integrate best practices for software and service delivery.**
- **Leverage new-generation architectures such as SOA, grid and virtualization.**
- **Seamlessly deliver high-quality services while effectively managing change.**
- **Resolve service quality issues.**

IBM is recognized by numerous analyst firms for its IT service management products and services. To view the latest analyst reports, visit [ibm.com/software/tivoli/governance/servicemanagement/analyst-reports](http://ibm.com/software/tivoli/governance/servicemanagement/analyst-reports)

## PRESERVE VALUE WITH IBM BUSINESS RESILIENCE

Building resilience into your organization is a key to keeping service issues at bay. More than disaster recovery, business resilience involves being able to perform no matter what happens — whether you are affected by a recent merger, natural disaster or data loss caused by an outage.

Whatever the need, IBM is prepared to help. Philips, a leading global manufacturer of appliances and personal care products, needed to improve application availability — a key component of business resilience. IBM worked with Philips to implement software and services that not only helped improve application availability, but also maximized staff productivity and helped defer £100,000 in IT spending.

IBM Business Resilience supports governance and risk management by helping clients identify and fill gaps in their current continuity and resilience strategy, and then develop and manage a program

aligned to their business needs and risk tolerance. Over the past 40 years, IBM has:

- **Worked with more than 10,000 disaster recovery clients.**
- **Gained onsite experience at 70 crisis events in 40 countries.**
- **Established 150 global resiliency centers.**
- **Deployed 1,300 business continuity professionals around the world.**

When IBM is called upon to assist clients in case of a disaster, IBM has successfully recovered 100 percent of their data. We have the capabilities and know-how to help your organization prepare and plan, rebuild or recover, with solutions for business-driven, data-driven and event-driven concerns — regardless of deployed software and hardware brands.

#### **Business driven:**

**Business continuity** — to develop a business continuity plan aligned to risk tolerance.

#### **Data driven:**

**High availability and data continuity** — to help ensure ongoing operational availability of data, systems and infrastructure.

#### **Event driven:**

**Disaster recovery and crisis management** — to help ensure employees, processes and systems can quickly recover.

IBM, through IBM business continuity and resiliency services, has been recognized as a top-tier vendor by Forrester for breadth of offerings and geographic coverage.<sup>4</sup>

### **PROTECT VALUE WITH SECURITY SOLUTIONS FROM IBM**

IBM offers some of the most advanced preventive technology available today to help proactively avert security issues. IBM provides a security platform covering the entire spectrum of needs and also helps ensure that each solution seamlessly coordinates with others — to simplify security management.

For example, when the IBM Internet Security Systems™ X-Force® research and development team predicted a major security exploitation in a popular plug-and-play technology, IBM immediately issued an alert through its Internet Threat Information Center. Using predictive technology to ward off attacks is key to helping organizations fortify their infrastructure, which is why IBM offers security solutions to help protect your company from the core to the perimeter and beyond — to create secure business communities.

We also understand that the incentive to reinforce security in your organization is not always a direct attack by a virus or hacker. Sometimes the need for enhanced security results from newly issued governance and compliance requirements or the need to optimize the IT infrastructure. Whatever the driver for enhanced security, IBM offers solutions to help your organization:

- **Manage and secure business information and technology assets with fewer resources.**
- **Anticipate vulnerabilities and risk, and preemptively stop threats.**
- **Access meaningful security information quickly.**
- **Meet compliance requirements with greater ease and efficiency.**

Security solutions from IBM enable effective IT governance and risk management by helping your organization mitigate risk and maintain compliance.

## **CHOOSE IBM SOLUTIONS FOR IT GOVERNANCE AND RISK MANAGEMENT**

IBM offers a broad approach to IT governance and risk management, with a singular combination of leading technology, global expertise and a wealth of best practices, many of which are both developed by and practiced within IBM.

Unlike most other providers, IBM provides integrated solutions, with software, hardware, services and industry best practices. From service management to business resilience and security, each starting point contains modular solutions designed to stand alone or work seamlessly with your other governance solutions. Each includes a combination of software, hardware and services, enabling you to choose the solutions that make the most sense for your business.

IBM solutions for IT governance and risk management help IT demonstrate relevance to the business through increased revenues, aligned cost and reduced risk, helping to transform IT from an isolated silo to an integrated part of your business.

## *Getting started with IBM solutions for IT governance and risk management*

There are many ways to implement IT governance and risk management. Contact your IBM representative or IBM Business Partner for information about how to get:

### **An assessment, including:**

- Security policies and practices, including application, data and Internet security.
- Business continuity, high availability, data continuity, disaster recovery and crisis management.
- IT service management self-assessment.
- Data governance maturity assessment.

### **Implementation services, including:**

- IBM Governance Assessment and Implementation services.
- IBM Data Security Services.
- IBM Physical Security Services.
- IBM Threat Mitigation Services.
- IBM Identity and Access Management Services.
- IBM IT Lifecycle Management and Governance Services.
- IBM SOA Infrastructure Consulting Services.
- IBM Business Continuity and Resiliency Services.



## FOR MORE INFORMATION

To find out more about how IBM solutions for IT governance and risk management can help your organization or to learn about the entry point that is right for your organization, contact your IBM representative or IBM Business Partner, or visit [ibm.com/itsolutions/governance](http://ibm.com/itsolutions/governance)

## ABOUT IBM SOLUTIONS FOR ENABLING IT GOVERNANCE AND RISK MANAGEMENT

IBM enables IT organizations to support governance and risk management by aligning IT policies, processes and projects with business goals. Organizations can leverage IBM services, software and hardware to plan, execute and manage initiatives

for IT service management, business resilience and security across the enterprise. Organizations of every size can benefit from flexible, modular IBM offerings that span business management, IT development and IT operations and draw on extensive customer experience, best practices and open standards-based technology. IBM helps clients implement the right IT solutions to achieve rapid business results and become a strategic partner in business growth. For more information about IBM Governance and Risk Management, visit [ibm.com/itsolutions/governance](http://ibm.com/itsolutions/governance)

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<sup>1</sup>Denverpost.com, November 7, 2006.

<sup>2</sup>Associated Press, December 5, 2006.

<sup>3</sup>*The Wall Street Journal*, June 23, 2006.

<sup>4</sup>Rankine, Colin, "The Forrester Wave: Disaster Recovery Service Providers, Q1 2006," Tech Choices, March 27, 2006.