

IT Infrastructure Library

APPLYING ITIL PRINCIPLES THAT BENEFIT THE ENTIRE ENTERPRISE

Managing Risk

In response to the growing significance of best practices to the IT industry and the need for senior business and IT managers to better understand the value of IT best practices and how to implement them has many organizations better managing the quality and reliability of IT in business.

There is a danger, however, that implementation of these potentially helpful best practices will be costly and unfocused if they are treated as purely technical guidance.

To be most effective, best practices should be applied within the business context, focusing on where their use would provide the most benefit to the organization such as:

- Management of IT is critical to the success of enterprise strategy.
- They help enable effective governance of IT activities.
- A management framework is needed so everyone knows what to do (policy, internal controls and defined practices).
- They provide many benefits, including efficiency gains, less reliance on experts, fewer errors, increased trust from business partners and respect from regulators.

Best Practices and Standards Help Enable Effective Governance of IT Activities

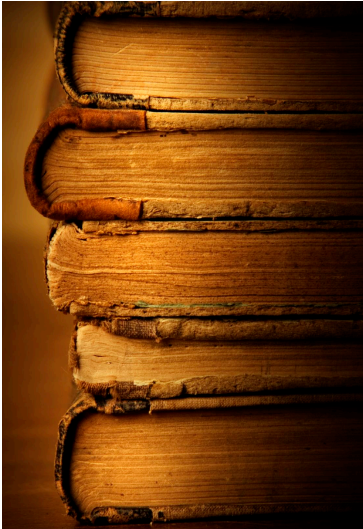
Increasingly, the use of standards and best practices, such as ITIL, CobIT and ISO 17799, is being driven by business requirements for improved performance, value transparency and increased control over IT activities. These practices have now become defacto standards around the world in private and public sectors.

Today, as every organization tries to deliver value from IT while managing an increasingly complex range of IT-related risks, the effective use of best practices can help to avoid re-inventing wheels, optimize the use of scarce IT resources and reduce the occurrence of major IT risks, such as:

- Project failures
- Wasted investments
- Security breaches
- System crashes

Scenario Systems Comprehensive ITIL Solution

Scenario Systems offers a comprehensive and adaptable ITIL solution that combines out-of-the-box applications, an integrated development environment, professional services, and complementary partner capabilities that support a successful implementation of



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ITIL adoption is all about embracing change -- which means cultural change is a common prerequisite for success

While technology certainly helps automate ITIL processes, it can't ensure a successful and sustained ITIL implementation.

A shift in organizational culture is necessary so that stake holders and employees modify their behaviors and actions as appropriate to implement the best practices described by ITIL and make them an intrinsic aspect of day-to-day operations

the ITIL framework. You can use Scenario Systems to implement ITIL in a broad range of IT environments, and easily adapt those ITIL solutions as your business needs and IT processes evolve.

Scenario Systems professional services, training resources, and various Scenario Systems consulting partners have industry-leading ITIL expertise to help new customers just starting implementation.

They also support existing customers with mature implementations as they change to comply with the ITIL framework. Scenario Systems offers packaged service offerings that prepare for the adoption of an ITIL-based approach.

Scenario Systems Delivers Bottom Line Benefits

The use of Scenario Systems Quality of Service Management as an ITIL best practice solution improves IT operational efficiency, reduces costs, and improves service levels.

The emphasis on risk assessment is increasing as a means to facilitate a thorough GRC programs. SSI offers an unmatched portfolio of solutions for risk, compliance and audit managers.

Increased stakeholder value – Good corporate governance is reflected in many intangibles, including brand and reputation – and it translates directly into increased market value, reduced cost of capital, better recruiting, and retention of top talent.

Optimized risk/return portfolios – Greater transparency and insight enables your decision makers to select or reject projects based on risk impact and probability relative to potential return.

- Reduced GRC costs – Integrated corporate governance significantly reduces the number of people – and time – required to ensure and manage compliance and risk management.
- Improved business performance and predictability – SSI solutions for governance, risk, and compliance deliver enterprise-wide transparency, a systematic process for anticipating risks, and the tools to proactively determine proper actions.
- Business sustainability – Using solutions delivered through automation, analytics, and alerts, businesses can more effectively mitigate risks stemming from myriads of legislations.
- Business agility – Your organization can identify and assess alternative scenarios – and can gain greater business agility



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