

# Professional Services

## Information Technology Policies & Procedures

### Summary Scope

Following is the list of information technology policies that are formulated for our clients. The listing for each policy also includes its various components. The sequence and order of listing of policies and areas of coverage is not significant. The IT Policy Manual will cover the following (13) thirteen distinct IT-related areas:

#### Organization

- A. Defining a process framework for IT
- B. Creation of relevant organizational bodies and structure
- C. Defining related roles and responsibilities

#### Strategic Planning

- A. Aligning IT Strategic Plan with business objectives
- B. Assess Current Status of IT
- C. Strategic Plan
- D. Update IT Strategic Plan

#### Infrastructure Planning

- A. Technology Infrastructure Planning
- B. Monitoring of future trends and regulations
- C. Technology Infrastructure Contingency
- D. Identification and planning for automated solutions

#### Risk Management

- A. IT-Business Risk Management Alignment
- B. Risk Assessment
- C. Risk Management

#### Asset Management

- A. Assets Inventory, Ownership and Management
- B. Assets Classification
- C. Assets Management, Performance and Capacity

#### Investment Management

- A. Financial Management Framework for IT Investments
- B. IT Budgeting
- C. Monitoring IT Costs and Budgets

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#### Personnel Management

- A. Recruitment and Inductions
- B. Competencies and Training
- C. Dependence on Individuals
- D. Job performance Evaluations
- E. Change or Termination

#### Project Management

- A. IT Project Management Framework
- B. IT Project Plan
- C. IT Project Risk And Change Management Plan
- D. IT Project Performance Monitoring And Reporting
- E. IT Project Closure

#### Change Management

- A. Identification, Categorization and Prioritization of changes
- B. Impact Assessment and Change Authorization
- C. Emergency Changes
- D. Status Tracking and Reporting
- E. Change Closure & Documentation
- F. Repository Baseline And Maintenance
- G. Configuration Integrity Review

#### Operations Management

- A. Operations Management for Hardware & Software
- B. Common Configuration Identification, Control and monitoring
- C. Maintaining the IT infrastructure

#### Facilities/Site Management

- A. Fire Protection
- B. Power Failure Management
- C. Site Selection and Environmental Protection

#### Monitoring of IT Processes

- A. Data Collection and Reporting
- B. Monitoring IT Performance
- C. Remediation Activities

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#### Supplier Management

- A. Supplier Relationship Management
- B. Contract Management
- C. Supplier Risk Management
- D. Supplier Performance Management

For each of the thirteen IT policies, the following details will be provided:

- **Purpose** of the policy
- **Scope** of the policy
- **Statement** of the policy, sub policy components and list of associated procedures
- **Related policies** within the same IT group policies
- **Related policies** within the IS group of policies
- **Compliance** measurement
- **Waiver** criteria
- **Owner** of the policy
- **Custodian(s)** of the policy and each related sub policy
- **Domain** of the policy (COBIT)

The IT Policies Manual will be customized for our clients in a manner that suitably addresses their organization's environment and operation specific aspects. The IT Policy Manual will enable adequate control over all information systems and typically help manage information system risks effectively. The manual will take into account the recommendations of Control Objectives for Information and Related Technology (COBIT) as well as prior experiences in conducting similar assignments

For each policy, general guidelines for developing associated procedures will be provided. The resulting IT Policy Manual is a structured, professionally prepared document that should be adhered to by all IT users and any individuals/groups using the information systems resources of the client.