

Reorganisation

Our client decided to reorganise their IT business so that it was fit for purpose globally.

We introduced an IT operating model comprising one organisation, one strategy, one plan, one budget and one set of global operating processes.

Governance was accomplished through global processes for the strategic alignment of IT with the business, value delivery, resource management, proactive management of risks and performance management. Critical areas were gaining clarity on what IT was accountable for versus what the business was accountable for, consistently across the global enterprise, in the face of much local lobbying and differences.

The approach was quickly endorsed by the Board and implemented by us. The organisation recognised that sensitive issues had been addressed through outstanding engagement and communications with all stakeholders.