



## Managing Risks with ITIL Best Practices

### Introduction

Information Technology (IT) helps organizations achieve operational efficiencies, reduce costs and enhance your competitive position in your marketplace. In many instances, implementing and following Best Practices helps you meet your business needs while enhancing IT quality and value.

### Best Practices

Altius IT's security audits follow an extensive set of management procedures to:

- Facilitate the delivery of high quality IT services
- Minimize risks
- Help your organization meet its business needs

Our Best Practices are a framework of processes, functions, planning, delivery, and management of IT services. Altius IT's Best Practices are based on the Information Technology Infrastructure Library (ITIL®), the most widely accepted approach of Best Practices.

### Service Support

Best practices ensure that high quality audit services are delivered so that management and users have the tools needed to perform their duties. By promoting quality, Altius IT works with your organization to ensure information system business effectiveness and efficiency. Altius IT ensures that a comprehensive, consistent, and coherent set of service support Best Practices include:

- Service desk
- Incident management
- Problem management
- Configuration management
- Change management
- Release management

### Service Delivery

IT service must be delivered in a way that offers your business users adequate support, when and where you need it. Service delivery includes:

- Service level management
- Financial management for IT services
- IT service continuity management (contingency planning)
- Availability management
- Contingency planning
- Capacity management



## **Service Management**

Altius IT's audits help you align IT services with the needs of your business. We identify your firm's strengths, weaknesses, and gaps in services. Where the business requirements are not being met, we help you develop an Action Plan to ensure that IT meets the current and future needs of your business.

Altius IT evaluates the current maturity levels of service management and recommends improvements to processes. We evaluate the firm and compare with industry Best Practices for the support and delivery of IT services.

We provide your organization with a framework that aligns IT with your firm's business needs. Our approach reviews your firm's approach to continuous service improvement including:

- Creating a vision
- Analyzing the organization
- Setting goals
- Implementing IT service management
- Measuring progress towards goals using Key Performance Indicators (KPI) E-Discovery Primer

## **Security Management**

Information is one of the organization's most important assets. Without security, your organization does not have information confidentiality, availability, and integrity. Anything that threatens information or the processing of that information directly endangers the performance of your organization.

Altius IT helps your organization build the foundation for the management of the IT Infrastructure. Security management is primarily responsibility of the business, with IT security personnel responsible for establishing and managing security policies and procedures.

## **Business Perspective**

Your organization is increasingly dependent on the delivery of high quality IT services. These services must constantly adapt and change as your business continues to evolve over time.

Altius IT's Best Practices helps you develop and deliver quality IT services that maximize business objectives and benefits. To achieve the greatest possible benefits to your business, Altius IT helps IT personnel develop a keen understanding of your organization's key principles and requirements. Our services help IT deliver the greatest benefits including:

- Contributing to business objectives
- Developing IT services in line with those objectives



- Assisting the business exploit their IT resource to the maximum
- Building an integrated culture within the business
- Enabling change and innovation for business advantage

Altius IT's services include a review of:

- Corporate strategy
- IT governance
- Change processes
- Business continuity
- IT asset management
- In and outsourcing
- Knowledge management

Altius IT's business continuity services review the responsibilities and opportunities available to each business manager to improve what is, in most organizations, one of the key contributing services to business efficiency and effectiveness.

IT infrastructure changes can impact the manner in which business is conducted or the continuity of business operations. It is important that business managers are aware of these changes and implement the steps necessary to ensure that steps are taken to safeguard your business from adverse side effects.

### **Infrastructure Management**

Altius IT's infrastructure management processes recommend Best Practices for requirements analysis, planning, design, deployment and ongoing operations management and technical support of your organization's IT infrastructure. Altius IT ensures that Best Practices are developed for management and user equipment and services:

- Design and planning
- Deployment management
- Operations management
- Technical support

Our design and planning services provide a framework and approach for the strategic and technical design and planning of IT infrastructures. Altius IT's services include the necessary combination of business and overall IT strategy. Design and planning drives both the procurement of new IT solutions and strategic business change. Key outputs from design and planning are:

- IT strategies, policies, and plans
- Overall IT architecture and management architecture
- Feasibility studies

Our deployment management provides a framework for the successful management of design, build, test and roll-out (deploy) projects. It includes many project



management disciplines but has a broader focus to include the necessary integration of release management and module and system testing.

Altius IT's operations management services provide the day-to-day technical supervision of your IT infrastructure. Our operations services review incidents reported by users as well as events generated by or recorded by the IT infrastructure. Operations may work closely alongside incident management and the service desk, which are not-necessarily technical in order to provide an 'operations bridge'. Operations should primarily work from documented processes and procedures and should be concerned with a number of specific issues including:

- Output management
- Job scheduling
- Backup and restore
- Network monitoring and management
- System monitoring management
- Database monitoring management
- Storage monitoring management

Operations management is responsible for:

- A stable, secure IT infrastructure
- Up-to-date operational documentation
- Log of all operational events
- Maintenance of operational monitoring and management tools
- Operational Scripts

Altius IT ensures that technical support provides support to other areas, both in infrastructure management and service management. Technical support, provides a number of functions including:

- Research and evaluation
- Market intelligence (i.e. design and planning and capacity management)
- Proof of concept and prototypes
- Special technical expertise to operations and problem management
- Operational documentation or Known Error Data Base

### **Application Management**

Altius IT's application management services include a set of Best Practices to improve the overall quality of IT software development and support through the life-cycle of software development projects. Our services emphasize the gathering and defining of requirements that meet your business objectives.

Altius IT provides details on business change with the emphasis on clear requirement definitions and the implementation of solutions to meet business users' needs.



### **Software Asset Management**

Operating system and application software is critical to the success of your organization. Altius IT's software asset management procedures help you maximize your IT investment. Our services help your organization manage all of the infrastructure and processes necessary for the effective management, control and protection of the software assets within your firm.

Altius IT ensures Best Practices that protect your organization's investment in software assets. Benefits of Altius IT's services include:

- **Cost savings.** Organizations save money on licensing costs by increasing use of volume licensing agreements. With centralized procurement, organizations ensure they buy only what is needed and get the best possible price.
- **Asset protection.** With an effective software asset management plan in place, an organization knows exactly what software and hardware is installed on the network, making it easier to identify what is needed to manage technological change, and easier to protect and secure data through effective patch management.
- **Reduced IT administration.** Standardized workstations lead to reduced training and support costs and increased software compatibility.

### **Summary**

Each organization has a unique environment that makes it difficult to protect against new and emerging threats. Network and security assessments help organizations identify, manage, and reduce their risks. Contact us about our Policy Templates, approximately 50 templates that give you a jump start on information security, business continuity, etc.

### **Publication Information**

Altius IT is a security audit, security consulting, and risk management firm. We are certified by the Information Systems Audit and Control Association (ISACA) as a Certified Information Systems Auditor (CISA), Certified in Risk and Information Systems Controls (CRISC), and Certified in the Governance of Enterprise Wide IT (CGEIT). For more information, please visit [www.AltiusIT.com](http://www.AltiusIT.com).