



Information Technology Process Assessment

Overview

PCC was retained by the Director of a State Agency, which was responsible for the management and distribution of \$12B in annual funds, to assess the current state of the IT systems and identify potential improvements to the cost-allocation and recovery methods associated with the delivery of shared IT services among the several business units that made up the agency.

Approach & Methodology

- Conducted interviews and information gathering sessions with senior management and key stakeholders to identify business IT needs and current IT issues
- Reviewed critical business and IT processes and functions related to delivery and cost-allocations of the shared services provided by the IT group
- Designed a governance model that streamlined the delivery of IT services, improved communications within the agency, and increased the involvement of the business units in the governance of the IT shared services
- Identified and recommended improvements in reporting, analysis, and distribution of critical IT services to improve the management and efficiency of the agency
- Identified actions to improve governance of the shared services IT function
- Identified a streamlined, configurable procedure to allocate and to recover costs for shared IT among the business units of the agency

Benefits

PCC developed a governance model that met both the needs of individual business units, each of which had disparate business goals and objectives, and the overall business goals and objectives of the agency. PCC delivered this solution timely and efficiently.