

# Framework – Basis IT Controlling

Effective IT controlling is based on a well-defined IT organization

## Business processes

- \_ Integration and role of IT in the context of process optimization
- \_ Coordination of IT processes with business processes

## IT Governance

- \_ Business Alignment of IT
- \_ IT Strategy and IT Architecture
- \_ IT control philosophy
- \_ depth of integration
- \_ program management

## Customer-oriented services

- \_ Definition of Services
- \_ Definition of commissioning process
- \_ Standardization vs. flexibility of services and transparency of costs
- \_ Standardization of IT processes (ITIL)

## Organization

- \_ Centralized or decentralized IT organization
- \_ Separation of projects and operations
- \_ Definition of organizational interfaces
- \_ Personnel Strategy / Qualification

## Price and billing model

- \_ Definition of the billing model and price parameters for each product and product variant or SLA parameter
- \_ Definition of the costing model

## Sourcing strategy

- \_ Standardisation
- \_ Sourcing strategies
- \_ Make or buy

## IT Controlling

- \_ Steering goals
- \_ Procedures and tools
- \_ Controlling processes
- \_ Cost and performance transparency
- \_ Collection of benefits
- \_ Benchmarking
- \_ Integration with basic processes (accounting, etc.)