Strategic Direction for 2010

IT GOVERNANCE

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IS 84158 – ISO27001:2005	Certificate for successfully implemented and managed **Information Security Management System based on ISO 27001:2005.** The system is implemented and initially certified by British Standard Institute UK in 2004.
ACP	Trajkovski & Partners is member of **British Standard Institute UK – Associate Consultant Programme.** ACP is network of consulting companies. Membership in ACP network assures proved competence for implementation of management systems based on ISO standards. In case of T&P (ACP 182) this means competence for ISO 9001:2008 and ISO 27001:2005.
ITIC GROUP	Trajkovski & Partners is founder and member of the **International Telecommunications and IT Consultants Group – ITIC**. The group is founded by 15 European companies including Trajkovski & Partners from Republic of Macedonia.
itSMF Macedonia *The IT Service Management Forum*	Trajkovski & Partners is founder and member of **IT Service Management Forum Macedonia – itSMF Macedonia**. This forum contributes and works for promotion of quality of the IT service management profession through training and certification of its members.
The INTERNATIONAL COUNCIL OF MANAGEMENT CONSULTING INSTITUTES / CMC CERTIFIED MANAGEMENT CONSULTANT	Trajkovski & Partners consultants are: **4 Internationally Certified Management Consultants**
I S A C A ® **Information System Audit and Control Association** **http://www.isaca.org/**	Trajkovski & Partners **experts'** competence is proved with worldwide known professional certificates in the IT area – design, implementation and managing of Information systems. Specific certificates T&P consultants own are: **CISA – Certified Information Systems Auditor** **CISM – Certified Information Security Manager** **CGEIT – Certified Governance of Enterprise IT**

Document History

Document control

Only the computer version is controlled version. All printed versions are uncontrolled versions.

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Distribution

Function	Name	Version (paper, electronic)

For internal use this Document is available for the authorized persons, and is located on the company's network.

CONTENTS

1. Overview of strategic direction

In Trajkovski & Partners Consulting we believe that managing and continually improving the organization's management systems, (the policies, procedures and processes) is essential for achieving goals, and improving operational performance and capacities. That is why our IT Governance Center of Excellence is devoted to transfer and adopt the best practices related to Information Security, IT Service Management, Quality and Business Continuity through consulting and professional capacity building, participation in R&D projects and various types of international cooperation.

That is why one of the areas of operations of Trajkovski & Partners Consulting is IT Governance – Center of Excellence which focuses on increasing the efficiency and effectiveness of company's management systems, information security, service management etc.

Our mission as a IT Governance – Center of Excellence is to support the strengthen our clients' organization and capacity to ensure effective continuity of their business – their assets, processes, services, people and image – and to support the positioning for their success by helping them to introduce the world best business practices and standards.

2. T&P's view and approach

Our IT Governance Center of Excellence is devoted to providing tailor made professional development opportunities to enable organizations to remain competitive in the today's dynamic market. We provide our clients training and awareness raising campaigns, assessment and audits, implementation of management systems, project management etc.

We design our programs following the ISO/IEC 38500:2008 Corporate governance of information technology standard. This standard provides a framework for effective governance of IT to assist those at the highest level of organizations to understand and fulfill their legal, regulatory, and ethical obligations in respect of their organizations' use of IT.

Trajkovski & Partners focuses on addressing the unique situation at hand, not on a specific Model, Methodology or service / product. With our experience and expertise in the field we can bring together various best practices and standards, while adjusting them to bring benefit to your organization. For the purposes of providing consistent and quality services T&P Consulting develops its own methodologies which are based on world's best practices and guidelines, and practical experience in the corresponding field taking into consideration the specific environment.

The T&P IT Governance CoE covers the following domains:

Domain 1—IT Governance Framework
Define, establish and maintain an IT governance framework (leadership, organizational structures and processes) to: ensure alignment with enterprise governance; control the business information and information technology environment through the implementation of good practices; and assure compliance with external requirements.

Domain 2—Strategic Alignment
Ensure that IT enables and supports the achievement of business objectives through the integration of IT strategic plans with business strategic plans and the alignment of IT services with enterprise operations to optimize business processes.

Domain 3—Value Delivery

Ensure that IT and the business fulfill their value management responsibilities: IT-enabled business investments achieve the benefits as promised and deliver measurable business value both individually and collectively, that required capabilities (solutions and services) are delivered on-time and within budget, and that IT services and other IT assets continue to contribute to business value.

Domain 4—Risk Management

Ensure that appropriate frameworks exist and are aligned with relevant standards to identify, assess, mitigate, manage, communicate and monitor IT-related business risks as an integral part of an enterprise's governance environment.

Domain 5—Resource Management

Ensure that IT has sufficient, competent and capable resources to execute current and future strategic objectives and keep up with business demands by optimizing the investment, use and allocation of IT assets.

Domain 6—Performance Measurement

Ensure that business-supporting IT goals/objectives and measures are established in collaboration with key stakeholders and that measurable targets are set, monitored and evaluated.

T&P IT Governance Center of Excellence groups its services in four groups:

- **Training and Awareness Services: a**wareness and readiness for IT Governance, implementation of IT Governance aspects, IT Governance capacity building

- **Implementation of Management Systems:** Information Security Management Systems based on ISO 27001, IT Service Management System based on ISO20000 and ITIL, Quality Management Systems based on ISO 9001, Integrated Management Systems

- **Stand-alone Services:** Business Impact Analysis, Information Security Risk Management, Policy Development, Business Continuity Planning, In-house simulations etc.

- **Project Management, Audit and Assessment Services:** Project Management of implementation projects, Developing business cases and RFPs, IT and Information Security Audit, Culture of security assessments

3. Our competences and references

Trajkovski & Partners expertise in the area is based on:

- Long years of experience - T&P Consulting is established in 1991;
- Following world best practices and standards:
    - Certified Integrated Quality and Information Security Management System (IQISMS) based on ISO 9001:2008 and ISO 27001:2005; (since 2004)
    - Since 2006 the Center of Excellence has extended its scope to include several emerging areas, including:
        - IT Service Management – implementation of ITIL best practices and ISO 20000 standard for IT Service Management

- Business Continuity – implementation of the best practices defined in BS25999 standard for Business Continuity Management

- Implemented additional ISO guidelines, as upgrade of the IQISMS:
  - ISO 10006:2003 Quality Management Systems – Guidelines for quality management in projects
  - ISO 10001:2007 Quality management – Client satisfaction – Guidelines for codes of conduct for organizations
  - ISO 10015:1999 Quality Management – Guidelines for training
  - ISO 27005:2008 Information technology – Security techniques – Information security risk management

- T&P Consulting is a BSi ACP Partner* - ACP#152
- Accredited Trainers for BSi courses in the area of Information Security and ISO27001
- Partners with foreign companies with expertise in different fields
- Experienced and certified Consultants:
  - 4 Certified Management Consultants
  - 3 certificates for trained Trainers and Consultants
  - 1 certified Enterprise trainer for Innovation and technology management
  - 1 ISO20000 Foundation Certificate, June 2009
  - 1 Certified Information Systems Auditor (CISA), October 2007
  - 1 Certified Information Security Manager (CISM), October 2008
  - 1 Certified in Governance of Enterprise IT (CGEIT), March 2009
  - ITIL Foundations v3, July 2009 inclusive of:
    - ITIL V3 – ITIL and the service lifecycle
    - ITIL V3 – Service Strategy Fundamentals
    - ITIL V3 – Service Design Fundamentals
    - ITIL V3 - Service Operation Principles and functions
    - ITIL V3 – Continual Service Improvement Fundamentals
    - ITIL V3 – Service Strategy Processes
  - 2 certificates for ITIL v2 foundation training, December 2006
  - 4 Lead auditor certificates: 1 for ISO9001, 2 for ISO27001, 1 for ISO140001
  - 2 ISO27001 Implementation certificates etc.

Associate Consultant Programme – ACP

All ACP members are known to BSi and have demonstrated their experience with respect to certified management systems. The purpose of ACP is to help to contribute to the clean up in the consulting industry by providing a list of consultants who BSI believes are credible and offer an acceptable service in terms of value and performance.

4. Future initiatives and planned projects

T&P Consultants continually improve their knowledge, skills and competencies in areas relevant for our area of expertise. This practice is enforced by visiting formal trainings workshops, certifications, online courses, webinars etc. We have developed a plan for 2010 for the areas that we want to cover and expertise that we want to advance by trainings, certifications and participation on conferences.

Trajkovski & Partners has identified few initiatives regarding potential projects concerning organizational development:

❖ Implementation of risk –based *Integrated Management System* in companies with focus on IT Service Management and Information Security Management

❖ Project management and PMO support to IT Governance projects

❖ P3 (project/program and portfolio) management of e-Solutions in government and business

❖ IT skills assessment and development of sustainable HR strategies for growth of the business

❖ Project auditing and control in realization of IT systems.

❖ IT service management and Information Security audits

❖ Etc.

5. Sponsor of the strategic direction

Name: **Ljubomir Trajkovski, CMC, CGEIT**

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Short bio: Mr. Trajkovski is the senior consultant primarily focused on IT governance. He is the founder and sponsor of the Center of Excellence for IT Governance, and since 2009 a holder of the prestigious certification from ISACA – CGEIT: Certified in Governance of Enterprise IT. Over the past years, he has been involved in the development of IT strategies in various public institutions in Macedonia, as well as the development of national strategies for information society, e-government, and the National Methodology for development of Information Systems. He was the project manager for the initiative for establishment of the National Visa Center in the Ministry of exterior. Currently he is engages as an expert in the development of the by-law for the national legislation on electronic governance.