

IT Management Practices

Vandis facilitates the strategic accountability of technology to meet the same high standards as are expected of more traditional business disciplines. We achieve this by creating meaningful ongoing business level communication between technology departments and senior executives.

We also help to create a comprehensive and consistent IT management framework to ensure the controlled delivery of services, clearly reported against the services as defined to the business.

We use our technical insight and understanding, real-world commercial experience, emerging IT management practices and standards, and traditional business management disciplines to create this structured and controlled IT environment.

Emerging practices such as ITIL and ITSMF are useful tools which we incorporate in the development of a single comprehensive IT Management vision.

We avoid the "rule book fever" that often accompanies such implementations which sadly are repeating the experience of ISO implementations from 10-15 years ago. Vendors sold training, software and certifications which did little or nothing for the business operation. These (more mature) days a project is sold with measurable bottom-line business benefit, through (for example) supply chain management, utilising organisational change management techniques – and ISO is a given within the process documentation supplied.

ITIL, ITSMF and other frameworks should be treated similarly. You should be measured against the business outcome you intend to achieve, achieving compliance to the standards as a by-product of the process.

Vandis has developed a model for the implementation of IT management practices, built as extensions of ITIL, ITSMF including a wide variety of traditional management disciplines to develop a single vision for comprehensive IT management and structure.

We customise the model to suit your business environment, your resources, the capabilities of your team, your existing position and the big-win priorities for your business. Inherent continuous improvement practices will direct the ongoing refinement and improvement of the process into the future.

Call to discuss how Vandis can help you to envision and deploy improved IT Management practices appropriate for your business.