

GLU Advisory – ICT Assessment Services

Overview

This service is provided to Clients seeking an independent practitioner led assessment of their ICT ecosystems, structures and processes. By conducting a hands-on, practical review of the Client’s ICT landscape, GLU’s Advisors are able to present the Client with a set of pragmatic observations and recommendations as well as guidance toward an Architecture Blueprint to guide delivery of new initiatives.

Methodology

Typically a 5 to 15 day full-time engagement, with part-time involvement as necessary thereafter. The process commences with a remote information gathering exercise followed by an on-site engagement. Inputs received prior to the on-site phase provide a crucial foundational understanding of the landscape that will assist to accelerate the on-site output. The quality and quantity of the received inputs is a critical success factor for the on-site engagement phase.

On-site activities hinge around Business and IT stakeholder interviews, group format workshops, site visits (server room/ data centre facilities, branch, DR/ Failover facilities, etc.) and draft deliverable/ findings reviews will be conducted. Assessments are conducted against industry best practices and standards such as TOGAF, ITIL and ISO27001. Deliverables are reviewed by Business and IT Stakeholders during this phase.

On conclusion of the on-site engagement a high-quality final set of Deliverables is presented to the Client. A walk-through of the Executive Summary Deliverable will be conducted to formally conclude the engagement.

Illustrative Deliverables

Outlined below is an illustrative set of deliverables that would emanate from this Service. The specific focus areas of interest to the Client will influence the nature and scope of these outputs.

Solution Architecture Assessment - Executive Summary	A synopsis of the Solution Architecture Assessment outcomes, framed against the TOGAF Enterprise Architecture domains of Business, Applications, Data, and Technology including the recommendations where applicable that GLU has produced.
Solution Architecture Blueprint	A consolidated view of all aspects of the Assessment and the associated Findings and Recommendations. Using the TOGAF framework, it will reference and in some cases present extracts of other deliverables but does not supersede the various supporting deliverables. Including a Solution Context diagram with explanations representing the current system components in Production. A recommended illustrative evolution of the architecture to address some of the observations as per the ‘Observations Register’. An assessment of the Common Application Stack components (where Client has a regional or global structure). Where applicable, some of the other deliverables may be included or referenced within this deliverable.
Target Business Architecture	From the Business Mission, Goals and Objectives (as inputs), determine the envisaged end-state Business Architecture reflecting the trends in Digital Financial Services and technology opportunities of relevance. Business Architecture includes a description of key Organisation, Product, Channels, Location and Process components of the business. Includes the “10” key principles driving Business Architecture.
Target Information Systems Architecture	Application Architecture describes the applications / components, and their responsibilities, needed to support the Business Architecture and the principles governing their boundaries. Information Architecture models the key Information classes the business is interested in, the relationships between the classes, describes the life cycle of typical class instances and the applications responsible for those life cycle changes.
Target Technology Architecture	Showing the envisaged end-state Technology Architecture based on the Business and Information Architectures. The Technology Architecture identifies recommend deployment architectures, tiering, networking and principles for secure operation (including Disaster Recovery).
IT Governance Framework	Framework within which decisions on priority will be made, and a tool to help businesses relatively assess the priority of competing initiatives.
Transactions by Channel	A simple Dashboard to establish transparency on the Consumer Transactions offered by the Client per Channel.
IT Governance Framework	Framework within which decisions on priority will be made, and a tool to help businesses relatively assess the priority of competing initiatives.
Solution Components Register	A list of all Current, WIP and potential Future components, including contractual status, SLA details, Client Roles and Responsibilities, etc.

Current SPOF Register	List of current Single Points of Failure with associated Risk, Urgency to resolve, and Recommendations.
Projects Register	A listing of all current WIP or contemplated IT related projects. This informs the WIP views of other deliverables where applicable.
IT Stakeholders Register	A list of the IT Stakeholders, current as well as forward looking to include WIP solution component stakeholders.
ICT Network Architecture - Assessment	An assessment of the existing ICT Network Architecture giving focus to potentially vulnerability areas and opportunities for improvement.
Conceptual Architecture - Current	An Executive level Conceptual representation of the Solution landscape.
Conceptual Architecture - Future	An Executive level Conceptual representation of a potential future Solution landscape.
ITIL Process Maturity Assessment Findings	The outcomes of an ITIL Process Maturity assessment provides guidance on the areas requiring most focus towards achieving ITIL maturity.
ISO27001 – Readiness Assessment	A high-level ‘readiness’ assessment, this is not a formal audit but provides Clients with guidance on areas requiring focus in line with ambitions the Client may have to achieving ISO27001 certification.
Observations Register	A listing of the key risk related observations, findings and associated recommendations.
Project Approach	An outline recommendation for the phased breakdown of the identified initiatives required to evolve the existing solution landscape in line with the recommendations.