

BE the CEO of IT value delivery with IT GOVERNANCE AND SERVICE MANAGEMENT



ACHIEVE BUSINESS ALIGNMENT, HIGH ROI, CUSTOMER
SATISFACTION, AND EXCELLENCE IN OPERATIONS WITH
IT GOVERNANCE AND SERVICE MANAGEMENT

ZYGOTEK

Strategic Risk >> Managed Outcomes

zygotek.com | info@zygotek.com | +1 (415) 376-9704

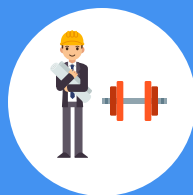
AN OVERVIEW

IT governance provides a structure for aligning IT strategy with business strategy. By following a formal framework, organizations can produce measurable results toward achieving their strategies and goals. IT service management (ITSM) is a set of policies, processes and procedures for managing the implementation, improvement and support of customer-oriented IT services.

Operating IT has become increasingly complex with the growing complexity of hybrid cloud IT, hyper converged operations, DevOps, and new project demands with introduction of digital transformation initiatives, IOT, Cyber Security challenges, globalized gig economy, and new supply chains. This trend is expected to grow in coming years.

What this tells us is that the complexity of governing and delivering value to customers through a well orchestrated IT operating mode is of ultimate importance for all business stakeholders in order to have transparency and operational integrity. CEOs and CIOs deem IT governance as a critical priority as hybrid cloud migrations and transformations take place. However, most organizations do not have fully trained staff and have gaps in governance structure or execution of service management.

It's clear that implementing and optimizing IT governance and service management processes can make the CIO to be the CEO of IT with higher ROI and better customer satisfaction.



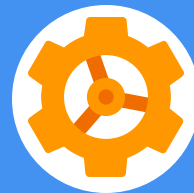
84%
think that working in IT will get harder over the next three years according to SITS19.



30%
cost per asset reduction first year and 5-10% subsequent years for enterprises that systematically manage the lifecycle of their IT assets.



25%
think that their IT organisation meets employee expectations better than consumer-world companies.



2/3rd
state that their organisation either has or is planning to develop an enterprise service management strategy.



15%
lower TCO for organizations that practice proper governance and asset management.



40%
think that they lag behind employee expectations better than consumer-world companies.

OUR METHODOLOGY

Creating, preserving, realizing, and maximizing business value

STEP 1

Align Business Governance Context

Analyze trends, relationships, and other factors that influence current and future strategy and business objectives to align past, present, and future performance and expectations. Assess current governance.

STEP 2

Define Outcomes and Priorities

Define the road-map of desired outcomes and priorities for the IT governance function, leadership structure, strategic service management, and operational functions.

STEP 3

Establish policy and provide training

Establish or fine-tune IT Governance and Service Management policies and framework to be used, provide leadership training on policies and applicable ITSM processes. Provide tool-set recommendations.

STEP 5

Create Continuous Decide/Act Loop

Establish a continuous reporting, decision, and improvement loop to change or fine-tune as progress is made.

STEP 4

Execute Multiple Streams

Execute multiple streams of team training, communications plan, coordination, and reporting for progress. Provide recommendations for project and service delivery processes.

MISSION, VISION, CORE VALUES & STRATEGY



BUSINESS OBJECTIVES & IMPLEMENTATION



PERFORMANCE & ENHANCED VALUE

WHO WE ARE

A powerful combination of CISOs, CTOs, CIOs, and experienced Consulting Partners.

The Zygotek team is different from other consulting firms because we are world-class executives who have spent time "in the trenches" mitigating risk, enabling opportunities, and delivering results for our companies.

We use specific set of proven principles and processes to collaborate with you and your team, to mitigate your risk, provide transformative insights, fast execution, and deliver the maximum business value for your investment.

WHAT WE DO

We help clients mitigate their strategic and digital risk, identify and act on strategic opportunities, drive new sources of revenue to their top line, and to reduce their bottom line costs. We deliver these results by following our simple four-phase methodology:

- Assess – Using our experience, we quickly and effectively assess your situation.
- Advise – Provide recommendations and roadmaps to get you where you need to be.
- Act - Using highly skilled small teams, we help you implement solutions with a rapid payback.
- Assure – To protect your investment, we conduct periodic reviews and recommend improvements.



"Trusted Advisor"

"Immediately became a trusted advisor and played a critical role in developing all of our InfoSec functions." -Global manufacturer



"Above and beyond"

"Tackles projects in an extremely organized and detailed manner, communicating at timely intervals, and going above and beyond to produce quality deliverables." -Consulting firm



"Value-add capabilities"

"Helped us develop and implement an enterprise security plan and transformed dysfunctional processes into value-add capabilities. They were an invaluable addition to our team." -Technology agency

Our experience includes helping numerous global companies in all verticals, including:

- Pfizer
- Moody's
- Johnson & Johnson
- Altisource
- St. Joseph Health
- CDC
- GIA
- HBO
- Molecular Devices
- ABSciex
- EDeal
- DeAnza College
- Ciba Specialty Chemicals
- GoPro
- Informatica
- Country of Santa Clara
- VMware
- Canadian Tire
- eBay